



## Helpdesk Team Leader

**Work-life balance, friendly environment!**

### Job Information

**Hiring Company**

[systemsGo Corporation](#)

**Subsidiary**

systemsGo

**Job ID**

1539524

**Division**

Technology Support

**Industry**

IT Consulting

**Company Type**

Small/Medium Company (300 employees or less) - International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

8 million yen ~ 11 million yen

**Work Hours**

Mon-Fri 9am-6pm

**Holidays**

Starts at 13 days/yr paid leave, increases each year until 22/yr

**Refreshed**

July 25th, 2025 21:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

## Job Description

- Oversee the day-to-day operations of the Technical Support Team
  - Act as a senior agent who will drive customer satisfaction through customer support
  - Provide direct supervision of the technical support engineers
  - Act as a mentor and provide oversight, coaching, and training to team members
  - Be the point of contact when it comes to technical escalations
  - Record and track team SLAs and workflows
  - Clearly communicate issues to SDM as needed, be able to be a communication bridge between the clients and sG management team
  - Manage and report on all incoming technical support inquiries
  - On-board all new team members
  - Assist in the creation of the team KPIs as well as monitor and report on results
  - Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner
  - Work to create any relevant support material for the team
  - Implement any necessary preventive measures to reduce customer faults and issues
  - Review all technical support related processes and documentation for continuous improvement
  - Assist in the creation and implementation of customer self-service material and tool
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## Required Skills

- Excellent communicator, both oral and written
  - Strong problem solving and communication skills between sG and clients
  - Love being the first line of support and troubleshooting issues
  - Strong analytical skills to investigate and resolve customer support tickets
  - Able to multi-task efficiently under time pressure
  - Previous experience in managing customer focused teams
  - Proven experience in managing a service and support focused team culture
  - 3-5 Years experience in a Technical Support role
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## Company Description