



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

August 8th, 2025 00:00

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