



Bilingual Technical Support - Salesforce specialist

Job Information

Temp Agency

Randstad K.K., Professionals

Job ID

1565100

Industry

IT Consulting

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 6 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

A basic L1 Support role with Salesforce experience involves being the first point of contact for user issues, resolving common Salesforce problems like access issues or basic configuration errors, and documenting incidents in a ticketing system.

Key responsibilities include performing initial troubleshooting, escalating complex problems to L2/L3 support, maintaining user accounts, providing support for routine tasks like reports, and collaborating with users to understand their needs and provide basic guidance.

Should have knowledge of the following:

- Apttus

- Service Max
- Service Cloud

Required Skills

- Required to go onsite to client in Hino, Japan once per month.
- Strong understanding the Salesforce platform and may be asked to perform L2 level Support in addition to L1 Support.
- Need to Bilingual in both Japanese and English.

Company Description