



## 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**

December 9th, 2025 14:00

### 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:

- Aptus

- Service Max
- Service Cloud

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## 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.

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