Client / Tech Support Engineers - USA Fintech Giant

Job Information

Temp Agency
Randstad K.K., Professionals

Job ID
1579591

Industry
Other (Banking and Financial Services)

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
8 million yen ~ 11 million yen

Refreshed
March 20th, 2026 14:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level
Fluent

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Randstad is supporting an American fintech public-listed company, to hire several bilingual Support Engineers covering various duties - Tier 3 / Billing / Client.

This is for our client's exciting Japan market entry to launch an all-in-one smart payment terminal (point-of-sale/POS) product, where you will be a founding member of their Japan team. The product has significant presence in America - including Walmart and Disneyland, and has been deployed to more than 12 international markets successfully.

As a Tech Support Engineer, you will provide high-level technical and operational support to both internal teams and external partners/developers. We are looking for analytical, innovative thinkers who can isolate time-sensitive issues and communicate findings to audiences of varying technical backgrounds.

Depending on your specific technical expertise, you will contribute across the following areas:

- Technical Troubleshooting & Escalations
- Developer & Platform Support
- Data Analysis & Billing Operations

Required Skills

Core Qualifications

- Fully bilingual in English and Japanese (written and verbal).

- High degree of troubleshooting skill for computer systems, networking, and mobile OS

- Innate curiosity for solving complex problems through hypothesis-driven investigations.

- Minimum 1 year of experience driving projects to completion with minimal guidance in a rapidly changing environment.

Good to Have / Technical Skills (Role-Specific Mix)

- Data/SQL: Min 1 year of experience writing SQL queries and performing data analysis using Excel, Snowflake, or similar databases.

- Programming: Proficiency in at least one language (Java, Python, PHP, JavaScript, etc.) and the ability to write simple code snippets.

- Prior experience in software development, software consulting, or technical support.

Bonus Skills

- Strong understanding of relational databases and querying tools like Kibana or Grafana.
- Experience with Android or iOS troubleshooting/development
- Experience automating manual processes or gathering technical requirements.
- Prior experience as a technical team lead or manager

Company Description