

Bilingual Technical Support / Customer success

Job Information

Temp Agency
Randstad K.K., Professionals

Hiring Company
Large Tech Company

Job ID
1592894

Industry
Internet, Web Services

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

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Temp to Perm

Location
Tokyo - 23 Wards

Salary
4.5 million yen ~ 5.5 million yen

Refreshed
October 20th, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English Only)

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

As a Technical Customer Success member, you will be instrumental in accelerating the adoption and expansion of Platform products in our ecosystem by guiding new and existing clients through their onboarding journey, providing exceptional client support, and actively contributing to the continuous improvement of our customer success operations.

【Responsibilities】
-Proactively manage and execute the end-to-end onboarding process for new clients onto our Ecosystem platforms/products, ensuring a smooth and timely activation experience
-Monitor onboarding progress and identify potential roadblocks, proactively working to resolve them to meet agreed-upon timelines

-Serve as the primary point of contact for technical client inquiries, providing timely, accurate, and professional support while adhering strictly to established Service Level Objectives (SLOs). Quickly escalate complex issues to product teams when needed
-Proactively identify bottlenecks in our onboarding and client support workflows. Design, implement, and refine internal processes and automation tools to reduce manual overhead, documenting all changes effectively
-Build strong, positive relationships with clients, fostering trust and becoming a trusted advisor for their platform needs
-Collect client feedback and insights, acting as the voice of the customer internally to inform product development and strategic initiatives
-Discover cross-selling opportunities to increase use of other tech products in our ecosystem

Required Skills

- Bachelor’s degree in Computer Science, Management Information Systems, Information Technology, or a related field
- 5~8 years of experience in a technical customerfacing role (e.g. as Technical Account Manager, Technical Customer Success Manager, Technical Support) preferably within a SaaS, technology, or platformfocused company
- Proven experience onboarding customers to complex technical platforms/products and supporting various client support activities
- A strong passion for learning and a demonstrated ability to quickly develop a firm understanding of complex technical platforms/products, and their underlying technologies
- Exceptional communication skills (written and verbal) and expertise in managing strong relationships with diverse clients and stakeholders (e.g. Product/Engineering, Sales teams)
- Strong analytical, problemsolving and critical thinking abilities, with a proactive approach to addressing customer needs
- Excellent organizational skills with the ability to manage multiple priorities and projects simultaneously
- High degree of professionalism with the ability to work independently and as part of a collaborative team

Company Description