



Senior Sales Engineer | Fully remote

fully remote, stock options, global

Job Information

Recruiter

SPOTTED K.K.

Job ID

1603262

Industry

Other (Banking and Financial Services)

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, Minato-ku

Train Description

Yamanote Line Station

Salary

16 million yen ~ 20 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

August 18th, 2026 14:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Provide technical support and manage relationships for enterprise clients, serving as a trusted advisor throughout the customer lifecycle.
- Collaborate with Sales and Solution teams during pre-sales engagements, including technical discussions, solution

design, product demonstrations, and technical consultations.

- Guide customers through system integration, implementation, onboarding, and successful adoption of technology solutions.
 - Gather customer feedback and business requirements, working closely with Product and Engineering teams to improve products and translate technical and business needs into actionable requirements.
 - Act as the technical subject matter expert, developing a deep understanding of the platform and effectively communicating its capabilities to both technical and non-technical stakeholders.
 - Lead technical sales activities, including discovery sessions, solution validation, technical presentations, proposal responses, and security or technical assessments.
 - Develop customer-facing documentation, training materials, and sales enablement content to support product adoption and new feature releases.
 - Drive customer success by providing ongoing technical guidance, resolving complex issues, and ensuring a high standard of customer support.
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Required Skills

- Several years of experience supporting enterprise customers in a customer-facing technical role, such as technical support, implementation, solutions consulting, or pre-sales.
- Solid understanding of modern software applications, system integrations, and technical implementation processes, with the ability to troubleshoot and communicate technical concepts effectively.
- Strong communication skills in Japanese (native or business level), with the ability to build trusted relationships with customers and stakeholders in a professional business environment.
- Business-level English with the ability to collaborate effectively across global teams and communicate clearly with both technical and non-technical audiences.
- Ability to explain complex technical topics in a simple, customer-friendly manner.
- Strong organizational and project management skills, with the ability to manage multiple priorities, work independently, and deliver high-quality results in a fast-paced environment.
- Customer-focused mindset with strong problem-solving, analytical, and interpersonal skills.

Preferred:

- Experience working within financial services or another highly regulated industry.
 - Familiarity with enterprise software, digital platforms, or technology solutions used by business customers.
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Company Description