

Technical Support (API)

Client Onboarding Specialist

Job Information

Recruiter[SThree K.K.](#)**Job ID**

1607053

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6.5 million yen

Refreshed

September 7th, 2026 06:00

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

ABOUT THE ROLE

You will be expected to manage and execute client onboarding, handle technical client inquiries along with other client support activities for our most popular loyalty program in Japan.

We highly welcome candidates who have working experience as an Applications Engineer. Even if you do not, we are looking for individuals who are eager to learn new technologies, customer-centric, and have a strong sense of professionalism.

RESPONSIBILITIES

- Define business requirements and understand clients' use case to ensure smooth and timely client onboarding/migration to Point Platform
- Manage technical client inquiries by respecting our SLO
- Be a liaison and coordinate with product/dev team for incidents, issues, etc. Be responsible for all outgoing client communication
- Learn and stay up-to-date with Point Platform's product features and specifications to be able to guide clients appropriately
- Collect and relay client feedback (incl. new feature requests) to product/dev team to continuously improve our products and satisfy our customers
- Create/update client-facing documentation, FAQ pages, and internal documentation
- Improve/standardize internal client support processes to enhance operational efficiency
- Contribute to Team KPIs, report on project progress
- Learn about other tech products in our ecosystem and develop cross-selling strategies and opportunities

REQUIREMENTS

- 3+ years of working experience in the Tech industry
- Experience integrating or working with APIs
- Proficiency in using SQL to extract and analyze data
- Ability to read and interpret API specifications and logs to support troubleshooting
- Experience managing various client support activities, including but not limited to onboarding, inquiry handling, system configuration, and troubleshooting
- Strong communication skills (writing/reading/speaking skills) in Japanese and English, to be able to support internal and external clients
- Highly motivated, quick learner who can manage tasks autonomously and remains flexible in a fast-paced environment

NICE TO HAVE

- Previous working experience as an Applications Engineer, Technical Business Analyst, or Technical Support
- Project or Product Management experience
- Experience working with Jira and Confluence
- Experience working with Zendesk and CRM tools (e.g. Salesforce)
- Passionate to learn new technologies and standards

WHO WE'RE LOOKING FOR

Highly motivated, quick learner who can manage tasks autonomously and remains flexible in a fast-paced environment

Company Description

Hi All, I'm currently recruiting for this position. Please click on the job title below to view the Job Description and apply to it!