

Customer Trainer | Robotic-Assisted Surgery

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Global Medical Technology

Job ID
1617178

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ Negotiable, based on experience

Refreshed
November 27th, 2026 23:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Advance Healthcare Through Technology and Education

A global leader in advanced medical technology is seeking a Customer Trainer to deliver high-quality technical education to healthcare professionals in Japan.

This position offers a distinctive opportunity to combine professional training, sophisticated medical technology, and direct engagement with surgeons and operating-room teams.

Reporting to the regional Training Manager, the Customer Trainer will conduct structured technology-training programs at designated training centers and support specialist-led educational activities across multiple surgical fields.

The position will also contribute to the ongoing development of training content, teaching methods, and customer-education initiatives.

Key Responsibilities

Deliver system-technology training to surgeons, first assistants, and operating-room professionals.

Facilitate specialist-led educational programs and support participants throughout the learning process.

Lead and support specialized courses, workshops, and professional-society events.

Collaborate with clinical educators to provide a consistent and high-quality learning experience.

Collect participant feedback, conduct surveys, and evaluate training-program effectiveness.

Serve as a subject-matter expert for relevant internal projects.

Contribute to new-product, training-research, and continuous-improvement initiatives.

Develop and enhance training materials, protocols, and educational programs.

Train internal commercial teams on system technology and customer education.

Occasionally provide technical and educational support in hospital operating-room environments.

Support equipment troubleshooting and maintenance activities at the training center.

Coordinate training schedules, course materials, equipment, inventory, and center logistics.

Maintain training equipment, instruments, and accessories in accordance with established procedures.

Build constructive working relationships with external training-center partners and healthcare professionals.

Develop advanced knowledge of system technology, clinical applications, operating-room efficiency, training pathways, and coaching methodologies.

Working Style

This is primarily an onsite position, with work-from-home flexibility available where compatible with training and operational requirements. Full-remote working is not available.

The position involves approximately 25% business travel. Candidates must be comfortable traveling up to 30% when required by training schedules and business needs.

Employee Benefits:
Compensation and Benefits

Permanent, indefinite-term employment.

Annual base salary of JPY 6,000,000 to JPY 12,000,000.

Annual target bonus of 15%, subject to company and individual performance.

Eligibility for Restricted Stock Units under the applicable equity-incentive program.

Annual salary review based on performance evaluation.

Standard working hours from 9:00 to 17:30.

60-minute daily break.

Expected overtime of approximately 20 to 40 hours per month.

Work-from-home flexibility where compatible with training and business requirements.

Full-remote working is not available.

Enrollment in applicable Japanese social-insurance programs.

Eligible commuting and business-travel expenses reimbursed in accordance with company policy.

Smoking is prohibited on company premises.

Secondary employment and side businesses are not permitted.

Bonus payments, equity awards, and other benefits are governed by the applicable company policies, eligibility requirements, and individual employment conditions.

Required Skills

Who We Are Looking For

We are seeking an engaging and learning-focused professional who can transform sophisticated technology into clear, practical, and memorable training experiences.

The successful candidate will be comfortable working with healthcare professionals, managing multiple training activities, and developing expertise in advanced medical technology.

Required Skills and Competencies

Excellent problem-solving and analytical ability.

Strong organizational skills and attention to detail.

Ability to deliver structured, engaging, and practical training.

Working independently and taking ownership of responsibilities.

Excellent verbal and written communication skills.

Strong presentation, facilitation, and interpersonal skills.

Ability to establish credibility with healthcare professionals and internal stakeholders.

High learning agility and the ability to understand complex technical information.

Professional, dependable, and solution-oriented approach.

Ability to manage multiple priorities in a fast-paced environment.

Strong teamwork and cross-functional collaboration skills.

Commitment to continuous learning and professional development.

Flexibility regarding working hours, training schedules, and business travel.

Ability and willingness to travel up to approximately 30%.

Preferred Experience

Three to five years of experience in professional training, technical education, clinical education, or a related

Company Description

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国（また2011 年には香港・韓国にも拠点を新設予定）でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

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