



Technical Support

Job Information

Recruiter

JAC International Co., Ltd.

Hiring Company

Software AI company

Job ID

1617189

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ Negotiable, based on experience

Refreshed

October 15th, 2026 15:17

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

In this role, you will handle end-to-end technical support for hardware (in-vehicle devices).

This includes handling customer inquiries, managing device installations, training installers, performing failure diagnostics/field checks (before and after issues occur), and escalating complex issues to our US HQ engineering team. You will also oversee local testing and drive tests for new software released by our US headquarters.

Working in a lean team at our Japan entity, you must be a hands-on executor capable of handling field operations, documentation, and knowledge management. Using native Japanese and business-level English, you will serve as a hub connecting domestic and international teams.

Employee Benefits:

Team lunch Support

Fitness/Learning/Leisure Support

Car support

Required Skills

【Requirements】

Mandatory Experience / Knowledge:

3+ years of experience in technical support (experience testing Android apps is a plus).

Knowledge of Android development tools (adb, fastboot, etc.).

Knowledge of Linux/Android debugging (logcat, etc.).

Knowledge of automotive electrical systems (hands-on experience installing dashcams is a plus).

Valid Japanese driver's license (for on-site support and inspections).

Native-level Japanese.

Business-level English.

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します。

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We provide specialized proactive recruitment support to multinational clients who are setting up new operations or are expanding existing business and seeking further growth in the Japanese market. As the first Japanese recruitment company to set up operations in the UK in 1975, understanding foreign cultures is second nature to us. With our extensive global network and historically leading position as recruitment consultancy to Japanese corporations, we have access to an unrivaled pool of bilingual Japanese and foreign professionals. Our professional consultants are experts in a range of industries and functions and all have extensive multicultural experience. Based on JAC's unique history, culture and market strength, JAC International was founded to provide dedicated support to our multinational corporate clients in Japan.

JAC International Co., Ltd. is a wholly owned subsidiary of JAC Recruitment Co., Ltd.