

Electro-Optical, Field Service Engineer, Japan

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Global Life Science Company

Job ID
1617201

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
7 million yen ~ Negotiable, based on experience

Refreshed
November 12th, 2026 02:00

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

Provide on-site field service support for our analytical instruments and large-scale laboratory automation systems throughout Japan.

Install, qualify, repair, and maintain complex automated workflow solutions and protein analytical equipment at customer laboratories.

Perform preventive maintenance and provide remote technical support and troubleshooting.

Troubleshoot complex electro-opto-mechanical systems, software, and automation interfaces.

Build strong relationships with customers and act as their internal advocate.

Document service cases, technical activities, and detailed reports in Salesforce CRM.

Collaborate with scientists, engineers, sales teams, and other internal stakeholders to resolve customer issues.

Manage field-call scheduling independently in a flexible work environment.

Travel throughout Japan and provide support in other Asian countries when required.

Employee Benefits:
Employment Type: Full Time Employment
Office Location: Tokyo
Working Style: Remote (Client visits required)
Salary Range: Up to 12,000,000
Welfare and Insurances: Covered
Interview Steps: 3
Reporting Language: Japanese

Required Skills

Field service experience supporting complex scientific equipment in the life science industry

Three or more years of relevant field service experience preferred

Ability to troubleshoot, repair, install, qualify, and maintain complex electro-opto-mechanical equipment

Knowledge of software and API integration involving automated laboratory equipment

Basic understanding of laboratory science and familiarity with laboratory procedures, including pipetting

Comfortable working independently at customer laboratories

Strong customer-service mindset and ability to develop trusted customer relationships

Excellent attention to detail, organization, documentation, and housekeeping skills

Ability to record service cases and detailed reports accurately in Salesforce CRM

Strong problem-solving skills and the ability to work effectively with incomplete information

Self-driven and comfortable working in a fast-paced, high-performance environment

Strong communication skills in Japanese and conversational English

Ability and willingness to travel throughout Japan and occasionally to other Asian countries

Valid driver’s licence preferred

Company Description

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