

Senior Field Service Engineer Japan APAC

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Global life sciences company

Job ID
1623073

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 8.5 million yen

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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

1. Japan Field Service (Approximately 50%)
Perform installation, inspection, preventive maintenance, repair, and troubleshooting of company products and equipment.
Provide technical service and support for specialized technical systems and equipment.
Visit customer sites and deliver technical support, mainly in the Kanto and Eastern Japan regions.
Conduct root cause analysis of technical issues, recommend corrective actions, and implement preventive measures to avoid recurrence.
Collaborate with global technical support teams to resolve complex technical issues.

2. International Service Support (Approximately 50%)
Provide technical support in English to distributor engineers and junior in-house service engineers across multiple international markets.
Deliver technical training in English to distributor engineers and junior in-house service engineers across multiple regions.
Handle technical inquiries and escalations from overseas distributors.
Travel internationally as required to provide on-site technical assistance.
Contribute to improving service quality and technical capabilities across international markets.

This role requires approximately 50% domestic and international travel.

Employee Benefits:
Employment Type: Full time employee (正社員)
Office Location: Central Tokyo, Japan
Working Model: Hybrid, 2-3 days in office with flex time.
Interviews: 2-3
Budget: Up to 10 Mil (base+bonus)
Welfare and Insurances: Covered

Required Skills

Essential Requirements
Approximately 10 years or more of experience in field service engineering, equipment maintenance, or related technical service roles.
Hands-on experience troubleshooting electrical, electronic, and mechanical systems.
Practical experience in on-site equipment installation, maintenance, and repair at customer locations.
Willingness and ability to travel domestically and internationally.

Preferred Qualifications
Field service experience with scientific instruments, laboratory equipment, industrial equipment, or other technical systems.
Experience with analytical equipment, automated systems, precision instruments, or related equipment.
Experience providing technical support to overseas distributors.
Experience delivering technical training and coaching in English.
Knowledge of electrical, electronic, mechanical, and fluid control systems.
Experience collaborating with overseas offices or global technical support teams.

Ideal Candidate Profile
A hands-on engineer who takes ownership of technical issues and proactively resolves problems on-site.
Strong analytical and logical troubleshooting skills, with the ability to identify root causes of complex equipment failures.
Excellent communication skills and the ability to work effectively with customers and international colleagues.
A proactive learner who is enthusiastic about acquiring knowledge of new products and technologies.
A team-oriented professional who is motivated to contribute to improving service quality across multiple regions and international markets.

Company Description

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

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