



Technical Support Engineer / テクニカルサポートエンジニア

Leading European manufacturing company

Job Information

Recruiter

Ahead Japan

Job ID

1010926

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

6 million yen ~ 8 million yen

Refreshed

January 7th, 2021 10:00

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

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Fast growing European manufacturing company, develop their own hardware and application. Having global presence in 12 different countries. Their systems can be found in over 40 countries with over 2 billion users annually.

Key responsibilities:

- Provide technical support to our growing customer base, delivering solutions to both technical and non-technical end users
- Self-dependent analysis and clarification of customer requirements
- Working closely and supporting the Project Manager
- Installing, configuring and maintaining computer hardware, operating systems and application software on site
- Troubleshooting system problems and diagnosing and solving hardware and software issues, escalate the issues to HQ in Europe when needed
- Supporting clients in person, via e-mail or over the telephone to help set up systems or resolve issues, including procedural documentation and relevant reports
- Communicating with our R&D team
- Providing trainings to customers as required
- Technical Support Engineers may be required to be on-call on a rotating basis throughout the year

- Business trips within Japan

Required Skills

- Solid knowledge of Windows OS, basic to intermediate knowledge of networks and database systems
- Great problem solving skills and communication skills
- Ability to work with a geographically dispersed organization
- Fluency in both Japanese (JLPT N2) and English (Business Level, able to read, write and speak)
- Driver's license (sometimes will need to visit the client by car)

Company Description

Think Ahead. Move Ahead.

We know that who you work with matters.

Think of Ahead - think of your future.

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