



技術サポートエンジニア / Technical Support Engineer

Work at Global IT Vendor

募集職種

人材紹介会社

ACS Japan

採用企業名

コンタクトセンターソフトウェアソリューションプロバイダー/ Contact Center Solution Provider

求人ID

1213052

業種

ソフトウェア

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

東京都 23区

給与

経験考慮の上、応相談

更新日

2024年05月16日 01:00

応募締切日

2024年06月08日

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 25%程度)

日本語レベル

流暢

最終学歴

大学卒: 学士号

現在のビザ

日本での就労許可が必要です

募集要項

Provide advanced technical support to customers via phone, online, chat, and email, using tools and advanced expertise to pull and effectively analyze logs, traces, packet captures, etc. Identify the root cause of the problem.

Provide advanced technical support to customers via phone, online, chat, and email and use tools and advanced expertise to pull and effectively analyze logs, traces, packet captures, etc. to determine root cause of issues

スキル・資格

- Extensive work experience in a technical customer service role, preferably in a technical support capacity
 - SaaS, telecommunications, contact center software, TCP/IP, HTTP, SFTP, scripting, load balancers, proxies, firewalls, relational databases (MSSQL) Experience and advanced knowledge of network technologies such as , Oracle, MySQL)
 - Extensive work experience in a technical customer service role, preferably in a technical support capacity
 - Experience working with and advanced knowledge of technologies such as SaaS, telecommunications, contact center software, networking technologies such as TCP/IP, HTTP, SFTP, scripting, load balancers, proxies, firewalls and Relational Databases (MSSQL, Oracle, MySQL)
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会社説明

ACS Japan is a Tokyo based executive search company delivering recruitment services that reflect the core values and needs of the business world today. Our team of professional and experienced recruiters are committed to providing the highest standards of service to both clients and candidates.

ACS Japan's commitment is to personalize individual service to both clients and candidates. We are strongly networked with industry professionals who seek and value success. As the experts of full range human capital services, we specialize in offering consulting and introductions through our networks. One of our main strength is exclusivity to our clients, and speed to our candidates.

We specialize in understanding the individual needs of each company and place top to middle management executives, IT professionals, and hard-to-find specialist qualified candidates. We build and maintain close partnerships with clients to fully understand their business, products, organization in addition to their internal company culture.