



systemsGo

Bilingual Helpdesk Team Leader

Great work-life balance, career opps!

募集職種

採用企業名

株式会社システムズ ゴー

求人ID

1406112

部署名

Technology Support

業種

ITコンサルティング

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 半数

雇用形態

正社員

勤務地

東京都 23区

給与

750万円 ~ 経験考慮の上、応相談

勤務時間

Mon-Fri 9am-6pm

休日・休暇

Starts at 13 days/yr paid leave, increases each year until 22/yr

更新日

2024年05月10日 11:01

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: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

We are currently seeking a Team Leader to work at our client's office in Tokyo. The client is a global Medical Equipment

Manufacturer which works to make healthcare ever better.

The position will involve working in a friendly, work-life balance, diversity environment.

Responsibilities:

- Oversee the day-to-day operations of the Technical Support Team
- Act as a senior agent who will drive customer satisfaction through customer support
- Provide direct supervision of the technical support engineers
- Act as a mentor and provide oversight, coaching, and training to team members
- Be the point of contact when it comes to technical escalations
- Record and track team SLAs and workflows
- Clearly communicate issues to SDM as needed, be able to be a communication bridge between the clients and sG management team
- Manage and report on all incoming technical support inquiries
- On-board all new team members
- Assist in the creation of the team KPIs as well as monitor and report on results
- Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner
- Work to create any relevant support material for the team
- Implement any necessary preventive measures to reduce customer faults and issues
- Review all technical support related processes and documentation for continuous improvement
- Assist in the creation and implementation of customer self-service material and tools

スキル・資格

Knowledge, Skills & Abilities Required:

- Excellent communicator, both oral and written
- Strong problem solving and communication skills between sG and clients
- Love being the first line of support and troubleshooting issues
- Strong analytical skills to investigate and resolve customer support tickets
- Able to multi-task efficiently under time pressure
- Previous experience in managing customer focused teams
- Proven experience in managing a service and support focused team culture
- 5+ Years experience in a Technical Support role

To apply, please contact: Daria.Tang@systemsgo.asia

会社説明

systemsGo is a well-established and growing IT professional services company based in Tokyo with offices in Osaka, Hong Kong, Shanghai, Singapore and also servicing clients in Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global

investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group. We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

株式会社 システムズ ゴーは東京に本社を置くIT企業です。大阪、香港、上海、シンガポールに支社を拡大し、アジア各地にプロフェッショナルなITサービスを提供しています。また北京、ソウル、バンコク、クアラルンプール、ハノイ、台北などにもサービスを展開しています。

IT分野のインフラ整備、システムインテグレーション、プロジェクトマネジメント、コンサルティング、人材ソリューションなどを専門としており、他にはない最高レベルのサービスを提供しています。世界的なビジネスを展開する投資銀行や投資信託、製薬及びバイオテクノロジー企業、法律事務所、IT企業、貿易や製造系企業などの外資系企業が、わたしたちのクライアントです。

システムズ ゴーではキャリアアップや給与の見直し、国内外拠点への異動、福利厚生の充実など、従業員にあらゆる機会を提供し、より快適な職場環境への改善に努めています。

向上心が高く、わたしたちとともに最高のサービスを追求してくださる方からのご応募をお待ちしています。