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Enterprise Technical Support - Japanese 👍 独占求人

Join a mission-driven organization

募集職種

人材紹介会社
株式会社 JAC International

採用企業名
Innovative Global Software Company

求人ID
1459421

部署名
Information Technology

業種
インターネット・Webサービス

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
800万円 ~ 1000万円

更新日
2025年07月19日 00:00

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
流暢 (英語使用比率: 75%程度)

日本語レベル
ネイティブ

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

About Us:
Join a company on a mission to revolutionize the software industry, making it more accessible and tailor-made for every individual and team. Established in 2016, they have partnered with big names across various sectors, aiding thousands in

their journey to solve challenges through innovative software solutions. Our client is committed to building a diverse and creative workforce and is on the lookout for individuals who are the best at what they do.

Role Overview:
As an Enterprise Technical Support, you will closely collaborate with our enterprise customers and engineers to tackle the most intricate issues. Your contribution will be pivotal in developing systems and processes, managing tasks from report to completion, and scaling our systems.

Key Responsibilities:
- Provide white-glove support to solve challenging support interactions with our largest customers. - Collaborate across engineering and product to build processes and manage issues.
- Perform advanced troubleshooting of products and embedded partner applications.
- Reproduce customer issues, perform initial codebase triage, and file bugs with Engineering.
- Manage key performance metrics within the Product Operations Team.
- Respond to high-priority customer issues and maintain internal knowledge libraries.
- Participate in on-call rotation to assist customers outside of normal working hours.

スキル・資格

- 6+ years of experience in a technical support, technical account manager, partner engineering, or similar role.
- Native level fluency in Japanese and fluent communication in English.
- Strong understanding of and experience with REST APIs.
- In-depth knowledge and experience troubleshooting desktop applications on Microsoft Windows and macOS.
- Knowledge of Single Sign-on including OAuth, SAML, and SCIM.
- Strong analytical, debugging, and problem-solving skills.
- Ability to analyze server and client application logs and identify the root cause of errors.
- Excellent written and verbal communication skills for both technical and non-technical audiences.

Nice to Haves:
- Strong knowledge of Linux, APIs, NoSQL, MySQL, and similar open source technologies.
- Experience in script writing using Python, Java, JavaScript, or Typescript.

会社説明