



roberthalf.jp

## Senior Technical Support

Payment solution provider

### 募集職種

人材紹介会社

株式会社ロバートハーフジャパン

求人ID

1476599

業種

インターネット・Webサービス

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 1000万円

更新日

2024年05月10日 10:01

### 応募必要条件

職務経験

1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

日本語レベル

無し

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

#### Company Profile

The client is a fintech company in Tokyo. They provide leading payment solutions to clients across the globe and help them to expand the business beyond border.

#### The Role

- Troubleshoot customer issues, and provide solution or technical context to the Customer Success team within our set SLAs and SLOs
- Triage and escalate issues as required to the product and engineering teams
- Be an expert on our platform and products, supporting colleagues and customers with your knowledge
- Contribute to our knowledge base for internal and external use
- Oversee our incident process and organize incident response
- Act as our customer's champion, tracking product feedback from customers and relaying it to the product and engineering teams

- Identify and implement improvements to our support processes and structure
- Report on and help maintain key support metrics (SLA, Ticket Data)
- Provide guidance and training to team members

#### Your Skills

- Excellent problem-solving skills: creative, logical thinking with an attention to detail
- Someone who can look more deeply into a problem, gather evidence, workarounds.
- Someone who has managed similar bugs and issues; process driven and process improvements, etc.
- Strong understanding of SQL
- Experience with log monitoring and analysis services like DataDog
- Some programming experience (any languages) so they can dive into the source-code A lot of the issues will require checking the source-code directly
- Effective English communication skills, both written and spoken
- Strong customer service acumen
- Ability to effectively prioritize and manage multiple-tasks
- Demonstrated experience providing software support and managing incidents
- Demonstrates strong self-management skills, requiring minimal supervision, and actively seeks out tasks to fulfill

#### Location

Tokyo 23 Wards

#### Salary

6M - 10M JPY

#### Selling points

- We embrace remote work while also offering office space for those who prefer in-person collaboration
- 10 days regular vacation, an additional 5 days summer and 5 days winter vacation
- Paid birthday holiday
- Budget for self-learning allowance, to ensure our employees' skills remain current
- Language training for Japanese

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With more than 300 offices worldwide, Robert Half makes it easy for job candidates to find the services they need, with office locations in Tokyo and Osaka, Japan.

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