CareerCross by JAC Recruitment

systemsGo

Helpdesk Team Leader

Work-life balance, friendly environment!

募集職種

採用企業名
株式会社システムズ ゴー

支社・支店
systemsGo

求人ID
1539524

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
800万円 ~ 1100万円

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
2025年07月10日 09:00

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
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

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

• 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 tool

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スキル・資格

• 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

• 3-5 Years experience in a Technical Support role

会社説明