

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10月31日 02:00

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

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