Technical Support Engineer

募集職種

採用企業名
ジェネテック・ジャパン株式会社

求人ID
1553617

業種
ソフトウエア

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
（ほぼ）全員日本人

雇用形態
正社員

勤務地
東京都 23区, 新宿区

給与
700万円 ~ 850万円

更新日
2026年05月01日 05:00

応募必要条件

職務経験
3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
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

At Genetec, we believe that everyone's voice deserves to be heard, and we are committed to fostering an environment where our team members can learn and grow in their roles to maximize their potential.
As a Technical Support Engineer, you will be a vital part of our family of over 2000 diverse individuals who are passionate about technology and innovation. Our team is not afraid to experiment with new ideas, embracing the possibility of failure as a step toward success. We take pride in our collaborative culture and the privilege of working with some of the coolest, smartest, and nicest people in the industry.
For over a decade, Genetec has been recognized as one of Montreal's Top Employers, highlighting our dedication to employee satisfaction and professional development. In this role, you will provide
exceptional technical support to our clients, ensuring they have the best experience with our
products and services. Join us in making a difference and be part of a team that thrives on teamwork and mutual respect, where your contributions will be valued, and your potential will be fully realized.

The team:
The role of the Technical Support Engineer is to provide quality and professional post-sales services to our customers via email, phone, text chat or on-site support. The Technical Support Engineer is based in Tokyo Japan and will report to the Sales Engineer Manager.

What your day will look like:

- Provide technical support to customers via phone, email, and chat.
- Use software tools to diagnose and solve complex issues and service outages
- Resolve problems in compliance with established processes
- Ensure timely escalation of critical customer related issues through proper channels
- Ensure timely resolution of customer issues
- Collaborate with other Technical Support specialists and R&D engineers
- Develop and maintain a strong relationship with new and existing customers
- Develop and maintain an extensive working knowledge of Genetec's solutions
- Contribute to the evolution of our software and Support processes
- Participate in the elaboration of technical documentation and knowledge base article
- Properly document issues encountered in the field in the Genetec trouble ticket system and
- customer relationship management (CRM) tool

Field Support:

- Perform installation, audit, assessment, maintenance, and technical support of Genetec systems on customer premises
- Provide on-site and off-site professional services to Genetec customers, including proof-of-concept, on-site technical support, system deployment and commissioning, training, audits, and status assessments and will act as a general liaison between Genetec and its customers
- Define product and functional requirements based on customer feedback and facilitate new product development work specific to the customer
- Provide an open forum for questions regarding strategic plans, best practices, and advice on upgrades special concerns, and ad-hoc consulting for software implementation, integration, training, and change requests

---

スキル・資格

About you:

- Minimum Diploma/Degree in Computer Sciences, Computer Engineering, Electronics or equivalent
- 3-5 years working experience in a related role
- Strong analytical and troubleshooting skills in both hardware and software
- Flexible, with a "can do" attitude, able to multitask, with an ability to manage priorities
- Experience in customer service, technical support, and project management
- Strong sense of urgency with a desire to constantly learn and evolve at the same pace as the software
- Strong team player while possessing the autonomy to manage his own workload
- Experience in physical Security environment
- CCNA qualification
- Basic verbal and written communication in English
- Any other languages will be considered a strong asset
- Must possess a valid driver's license and passport
- Capacity to travel up to 35% for field engineering assignments

Technical Requirements:

- Excellent administration and troubleshooting knowledge of the various Windows operating systems (Active Directory, file sharing, IIS, clustering, GPO, performance monitoring, etc.)
- Excellent knowledge of networking principles and IP protocols
- Experience with networking equipment configuration and troubleshooting (switches, routers, etc.)
- Experience working with a video security system over IP – CCTV system or Access control.
- Experience working with SQL databases
- Clear understanding of TCP, IP and UDP protocol stack
- Understanding of network storage (SAN, NAS, iSCSI) principles and best practices
- Understanding of server virtualization concepts

Great if you have:

- Programming experience with C#, Visual Basic, VBScript, PowerShell, or similar technologies
- Microsoft SQL Service administration experience
- MCSE, SQL Server, VMware, or similar technical professional certifications
- Deployment and troubleshooting of security systems such as:
- CCTV (IP cameras and encoders, video matrices, DVRs, etc.)
- Access control systems (administration of software, reader, controller, wiring, etc.)
- License plate recognition system and concepts

会社説明