



Bilingual IT Helpdesk - Immediate hiring

Fast career progression

募集職種

人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

採用企業名

EC490809

求人ID

1564342

業種

その他（流通・小売・物流）

会社の種類

大手企業 (300名を超える従業員数) - 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

400万円 ~ 700万円

勤務時間

9:00 - 18:00

休日・休暇

National holidays, Paid leave, Family leave etc.

更新日

2025年11月04日 14:17

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

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

Global SaaS company is looking for a Bilingual IT Support Engineer (4 Y

Global SaaS company is looking for a Bilingual IT Support Engineer (L1).

Responsibilities:

- Provide first-line technical support to customers, diagnosing and resolving product issues
- Actively listen to customer concerns to accurately understand and document their issues, ensuring comprehensive problem capture
- Utilize strong problem-solving and analytical skills to troubleshoot and resolve technical challenges
- Collaborate effectively with team members and other internal departments to escalate and resolve complex cases
- Contribute to a positive team environment through active participation in discussions and support initiatives
- Adhere to established internal processes for ticket management, documentation, and customer communication

Why should you apply:

- Great work life balance and benefits such as 21 Annual Leave. Particularly this position offers flexibility in working arrangement, fitness reimbursement 70,000/ year, MetLife Insurance coverage, global counselling service such as financial/ mental health/ life coach for free
- You will take ownership of more complex cases, with leadership opportunities
- Work with global teams in an international environment
- Career progression – become a SME in CRM systems and other modules which is highly demanded in the market
- Move into configuring and implementing set of solutions and direct client facing experience
- Company encourages internal mobility, so experience in product support can lead to consulting, sales engineering, or product management roles

Company Details: Founded in 2011, this company is a leading provider of cloud-based solutions for the life sciences industry in Japan.

Headquartered in Tokyo, it supports pharmaceutical and biotech organizations across R&D and commercial operations.

Its services cover CRM, regulatory, clinical, and quality management systems.

The company offers opportunities to work in an international, purpose-driven environment.

Services/Benefits: Fitness reimbursement 70,000/ year, MetLife Insurance coverage, global counselling service such as financial/ mental health/ life coach for free

スキル・資格

- Bilingual candidate – fluent in Japanese - to support Japanese customer and Advance English level (TOEIC 800) - candidate will be reporting to boss in Australia
 - 3 years experience in helpdesk support in cloud company or lifescience or pharma companies (Such as Salesforce, IQVia, SAP, Oracle, Creatio, Indegene, Takeda, Bayer, Astrazeneca, gsk)
 - Have solid understanding of Java, SSO, SQL, HTML
 - Great communication skills
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会社説明