



Sr. Manager Technical Support - Japan

募集職種

採用企業名

Scala K.K.

支社・支店

SCALA KK・SCALA株式会社

求人ID

1564556

業種

ソフトウェア

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, 千代田区

最寄駅

銀座線、 赤坂見附駅

給与

経験考慮の上、応相談

更新日

2025年12月04日 01:00

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

流暢

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

Job title: Sr. Manager Technical Support - Japan

Reports to: AVP Technology & Innovation - APAC

Main purpose and scope of the job: The incumbent will ensure technical service delivery for enterprise customers and channel partners. This role oversees the full lifecycle of post-sales technical support, escalations, service operations, and team development, while collaborating closely with sales, product, and engineering teams to drive customer success and

retention in the region.

Location: Japan

Roles and responsibilities:

- Lead, manage and provide guidance on the day-to-day activities of the support team.
- Manage L1–L3 support functions, ticket handling, root-cause analysis, and technical escalations.
- Maintain a high degree of customer satisfaction.
- Oversee deployment support, troubleshooting, maintenance, and system upgrades for digital signage networks.
- Provide leadership in problem-solving, including proposing and discussing fixes, giving advice and educating customers.
- Manage customer escalations both online and by phone and at times at client site.
- Foster a customer-centric culture with a strong focus on SLA adherence, CSAT improvement & issue resolution.
- Develop and administer schedules and performance requirements.
- Implement strategic change for knowledge management, customer centric support and issue problem-solving.
- Manage local knowledge base and contribute to global documentation repositories.
- Communicate with management from the sales, services, engineering, product solutions and support team when necessary to prioritise customer requests.

スキル・資格

Core competencies:

- Previous experience as a Service Desk Analyst and with IT Service Management / Ticketing systems
- Experience in Audio-Visual (AV) technologies preferred.
- Experience providing hardware support (Desktops, Laptops, Networks (LAN/WAN, Routers, Switches, Firewalls) & Digital signage platforms / Media players / Display controllers
- Cloud-based software, SaaS platforms
- Experience in working in a customer focused environment
- Ability to work unsupervised, to a high standard and have excellent organisational & problem-solving skills
- Have excellent communication skills both written and verbal with a friendly and professional phone manner and strong customer service focus
- Willingness to learn and focus on results
- Able to work under pressure, keep things simple, demonstrate patience and creativity and possess conflict management skills
- Demonstrate a high level of customer focus and empathy
- Strong Teamwork and communication / information sharing
- Any experience in Servers (Wintel, SQL, VMware) and Storage Technologies will be highly regarded
- Certifications such as ITIL, MCSE or MCITP, CCNA will be highly regarded.

Other competencies:

- Minimum of 4 - 5 years relevant experience
- Team management experience
- Industry knowledge is an advantage (Digital signage)
- Excellent communication skills – both verbal and written and presentation
- Results driven
- Ability to manage a group of people and set business strategy and execute
- Ability to set goals and deadlines and to manage to schedule and deadlines
- Ability to manage multiple projects and priorities at the same time
- Experience with MS Office tools required, including Excel, Word and PowerPoint
- Some travel may be required
- Ability to work in a fast-paced environment

会社説明