Client / Tech Support Engineers - USA Fintech Giant

募集職種

派遣会社
ランスタッド株式会社　プロフェッショナル事業本部

求人ID
1579591

業種
その他（金融）

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 多数

雇用形態
正社員

勤務地
東京都 23区

給与
800万円 ~ 1100万円

更新日
2026年03月06日 01:00

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
流暢 (英語使用比率: 50%程度)

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

Randstad is supporting an American fintech public-listed company, to hire several bilingual Support Engineers covering various duties - Tier 3 / Billing / Client.

This is for our client's exciting Japan market entry to launch an all-in-one smart payment terminal (point-of-sale/POS) product, where you will be a founding member of their Japan team. The product has significant presence in America - including Walmart and Disneyland, and has been deployed to more than 12 international markets successfully.

As a Tech Support Engineer, you will provide high-level technical and operational support to both internal teams and external partners/developers. We are looking for analytical, innovative thinkers who can isolate time-sensitive issues and communicate findings to audiences of varying technical backgrounds.

Depending on your specific technical expertise, you will contribute across the following areas:

- Technical Troubleshooting & Escalations
- Developer & Platform Support
- Data Analysis & Billing Operations

スキル・資格

Core Qualifications

- Fully bilingual in English and Japanese (written and verbal).

- High degree of troubleshooting skill for computer systems, networking, and mobile OS

- Innate curiosity for solving complex problems through hypothesis-driven investigations.

- Minimum 1 year of experience driving projects to completion with minimal guidance in a rapidly changing environment.

Good to Have / Technical Skills (Role-Specific Mix)

- Data/SQL: Min 1 year of experience writing SQL queries and performing data analysis using Excel, Snowflake, or similar databases.

- Programming: Proficiency in at least one language (Java, Python, PHP, JavaScript, etc.) and the ability to write simple code snippets.

- Prior experience in software development, software consulting, or technical support.

Bonus Skills

- Strong understanding of relational databases and querying tools like Kibana or Grafana.
- Experience with Android or iOS troubleshooting/development
- Experience automating manual processes or gathering technical requirements.
- Prior experience as a technical team lead or manager

会社説明

スキル・資格

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