

Bilingual Technical Support / Customer success

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

採用企業名
Large Tech Company

求人ID
1592894

業種
インターネット・Webサービス

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
紹介予定派遣

勤務地
東京都 23区

給与
450万円 ~ 550万円

更新日
2026年11月17日 02:00

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 (英語使用比率: 常時英語)

日本語レベル
流暢レベル

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

As a Technical Customer Success member, you will be instrumental in accelerating the adoption and expansion of Platform products in our ecosystem by guiding new and existing clients through their onboarding journey, providing exceptional client support, and actively contributing to the continuous improvement of our customer success operations.

【Responsibilities】
-Proactively manage and execute the end-to-end onboarding process for new clients onto our Ecosystem platforms/products, ensuring a smooth and timely activation experience
-Monitor onboarding progress and identify potential roadblocks, proactively working to resolve them to meet agreed-upon timelines

-Serve as the primary point of contact for technical client inquiries, providing timely, accurate, and professional support while adhering strictly to established Service Level Objectives (SLOs). Quickly escalate complex issues to product teams when needed
-Proactively identify bottlenecks in our onboarding and client support workflows. Design, implement, and refine internal processes and automation tools to reduce manual overhead, documenting all changes effectively
-Build strong, positive relationships with clients, fostering trust and becoming a trusted advisor for their platform needs
-Collect client feedback and insights, acting as the voice of the customer internally to inform product development and strategic initiatives
-Discover cross-selling opportunities to increase use of other tech products in our ecosystem

スキル・資格

- Bachelor’s degree in Computer Science, Management Information Systems, Information Technology, or a related field
- 5~8 years of experience in a technical customerfacing role (e.g. as Technical Account Manager, Technical Customer Success Manager, Technical Support) preferably within a SaaS, technology, or platformfocused company
- Proven experience onboarding customers to complex technical platforms/products and supporting various client support activities
- A strong passion for learning and a demonstrated ability to quickly develop a firm understanding of complex technical platforms/products, and their underlying technologies
- Exceptional communication skills (written and verbal) and expertise in managing strong relationships with diverse clients and stakeholders (e.g. Product/Engineering, Sales teams)
- Strong analytical, problemsolving and critical thinking abilities, with a proactive approach to addressing customer needs
- Excellent organizational skills with the ability to manage multiple priorities and projects simultaneously
- High degree of professionalism with the ability to work independently and as part of a collaborative team

会社説明