



Customer Care Specialist (Payments & POS Systems)

Hybrid Work Global Team Flex Time	
募集職種	
採用企業名	Ingenico
求人ID	1600208
業種	ハードウェア
会社の種類	外資系企業
雇用形態	正社員
勤務地	東京都 23区
給与	550万円 ~ 800万円
勤務時間	9am - 6pm JST (Flexible)
更新日	2026年07月14日 14:00
応募必要条件	
職務経験	1年以上
キャリアレベル	新卒・未経験者レベル
英語レベル	ビジネス会話レベル (英語使用比率: 25%程度)
日本語レベル	流暢
最終学歴	高等学校卒
現在のビザ	日本での就労許可が必要です

募集要項

Welcome to Ingenico

Payments happen everywhere; in shops, on busy streets, and across countless digital touchpoints. In many of these everyday moments, Ingenico quietly powers the way customers pay.

As a global leader in payment acceptance, we make transactions simple, secure, and seamless for millions of people worldwide.

With operations in more than 30 countries and over 4,000 experts, we've spent more than 45 years shaping the future of

commerce. Guided by trust, innovation, and care, we build technology that moves payments and fintech forward.

【About the Role】

Are you someone who enjoys combining technical problem-solving with outstanding customer service?

Ingenico is looking for a **Customer Care Specialist** to provide technical and customer support for our payment solutions used by some of Japan's leading organizations.

Acting as the bridge between customers and our engineering teams, you'll troubleshoot hardware and software issues, coordinate repairs and replacements, and ensure every customer receives timely, high-quality support.

This is an excellent opportunity for someone with experience in technical support, POS systems, payment terminals, or IT support who wants to work in a truly global environment.

【What You'll Do】

- Provide first-line support for customer enquiries related to payment terminal hardware and software
- Assess, prioritize, and manage incoming support requests
- Troubleshoot technical issues and coordinate resolutions
- Coordinate hardware repair and replacement processes (RMA)
- Register and manage payment terminals using internal systems (TEM)
- Keep customers informed with professional, timely communication
- Manage customer cases efficiently to minimize business disruption
- Work closely with Engineering, R&D, and Customer Support teams
- Escalate complex technical issues to global teams, including France, when required
- Share feedback and contribute to continuous process improvements
- Visit external service providers or outsourcing partners when necessary

【Team & Culture】

- Join a close-knit team of approximately **15 colleagues** in Tokyo
- A truly international workplace with an approximately **50/50 mix of Japanese and international employees**
- Everyone in the team is bilingual, creating a collaborative global environment
- Internal meetings are conducted primarily in **English**
- Work closely with Engineering and R&D teams across Japan, China, and France
- Opportunity to develop both technical expertise and customer relationship skills

【Salary & Benefits】

- **Salary:** ¥5.5 million – ¥8 million (depending on experience)
- Hybrid work style (**3 days in the office / 2 days working from home**)
- Standard working hours: **9:00 AM – 6:00 PM**
- Flexible working hours with **core time from 10:30 AM – 3:30 PM**
- Centrally located Tokyo office
- Opportunity to work with cutting-edge payment technology used around the world
- Collaborative, international working environment with excellent career development opportunities

スキル・資格

What We're Looking For

【Required】

- Experience in technical support, POS hardware, payment terminals, IT support, or a similar technical environment
- Strong technical troubleshooting skills across both hardware and software
- Customer-focused mindset with excellent communication skills
- Ability to communicate confidently with engineers when discussing technical issues
- Strong organizational skills with the ability to manage multiple priorities
- Professional-level Japanese language skills (customer-facing)
- Business-level English, particularly for email communication and internal meetings
- Ability to work effectively within a multicultural team

【Preferred】

- Experience supporting POS or payment systems
- Experience coordinating hardware repairs or equipment logistics
- Experience working with ticketing or case management systems

Why Join Ingenico?

At Ingenico, you'll be joining one of the world's leading fintech companies, where technology and customer experience go

hand in hand.

You'll support mission-critical payment infrastructure used by major businesses across Japan while working alongside talented colleagues from around the world. If you enjoy solving technical challenges, working directly with customers, and being part of a collaborative international team, we'd love to hear from you.

Diversity, Equity & Inclusion

At Ingenico, diversity and inclusion are fundamental to who we are.

We are an equal opportunity employer and do not discriminate on the basis of race, national origin, colour, gender, gender identity, gender expression, sexual orientation, religion, age, disability, marital status, or any other protected characteristic protected by applicable law.

We welcome applications from people with disabilities. If you require accommodations during any stage of the recruitment process, please let us know so we can support you appropriately.

We are committed to creating a workplace where everyone feels respected, supported, and empowered to succeed.

会社説明