Technical Support (API Development)

募集職種

人材紹介会社
SThree株式会社

求人ID
1604531

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
正社員

勤務地
東京都 23区

給与
400万円 ~ 650万円

更新日
2026年11月14日 11:00

応募必要条件

職務経験
1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
日本での就労許可は必要ありません

募集要項

【Position Outline】
As a Customer Success member, you will be expected to manage and execute client onboarding, handle technical client inquiries along with other client support activities for our most popular loyalty program in Japan.

We highly welcome candidates who have working experience as an Applications Engineer. Even if you do not, we are looking for individuals who are eager to learn new technologies, customer-centric, and have a strong sense of professionalism.

【Responsibilities】
-Define business requirements and understand clients' use case to ensure smooth and timely client onboarding/migration to Point Platform
-Manage technical client inquiries by respecting our SLO
-Be a liaison and coordinate with product/dev team for incidents, issues, etc. Be responsible for all outgoing client communication
-Learn and stay up-to-date with Point Platform's product features and specifications to be able to guide clients appropriately
-Collect and relay client feedback (incl. new feature requests) to product/dev team to continuously improve our products and satisfy our customers
-Create/update client-facing documentation, FAQ pages, and internal documentation
-Improve/standardize internal client support processes to enhance operational efficiency

-Contribute to Team KPIs, report on project progress
-Learn about other tech products in our ecosystem and develop cross-selling strategies and opportunities

Main Requirements:

THE ABSOLUTE REQUIREMENTS:
-Strong communication skills (writing/reading/speaking skills) in Japanese and English, to be able to support internal and external clients
-Experience integrating or working with APIs
-Proficiency in using SQL to extract and analyze data
-Ability to read and interpret API specifications and logs to support troubleshooting

Requirements IF the above is not met:

-Bachelor's degree (BS) in Computer Science, Software Engineering or related field
-3+ years of working experience in the Tech industry
-Experience integrating or working with APIs
-Proficiency in using SQL to extract and analyze data
-Ability to read and interpret API specifications and logs to support troubleshooting
-Experience managing various client support activities, including but not limited to onboarding, inquiry handling, system configuration, and troubleshooting
-Strong communication skills (writing/reading/speaking skills) in Japanese and English, to be able to support internal and external clients
-Highly motivated, quick learner who can manage tasks autonomously and remains flexible in a fast-paced environment

Desired Skills:
-Previous working experience as an Applications Engineer, Technical Business Analyst, or Technical Support -Project or Product Management experience -Experience working with Jira and Confluence -Experience working with Zendesk and CRM tools (e.g. Salesforce) -Passionate to learn new technologies and standards

Languages:
Japanese：Fluent to Native Level
English：Business to Native Level

会社説明