

Technical Support (API)

Client Onboarding Specialist

募集職種

人材紹介会社
SThree株式会社

求人ID
1607053

業種
銀行・信託銀行・信用金庫

雇用形態
正社員

勤務地
東京都 23区

給与
450万円 ~ 650万円

更新日
2026年09月07日 06:00

応募必要条件

キャリアレベル
中途経験者レベル

英語レベル
流暢

日本語レベル
流暢

最終学歴
大学卒：学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

ABOUT THE ROLE

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

REQUIREMENTS

- 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

NICE TO HAVE

- 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

WHO WE'RE LOOKING FOR

Highly motivated, quick learner who can manage tasks autonomously and remains flexible in a fast-paced environment

会社説明

Hi All, I'm currently recruiting for this position. Please click on the job title below to view the Job Description and apply to it!