Technical Application Consultant

募集職種

採用企業名
ハーティング 株式会社

求人ID
1611625

部署名
Marketing / Marketing_Technical_Consulting

業種
電気・電子・半導体

雇用形態
正社員

勤務地
神奈川県

給与
経験考慮の上、応相談

勤務時間
In accordance with company regulations

休日・休暇
In accordance with company regulations

更新日
2026年11月06日 04:00

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

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

≪Job Description & Position Highlights≫

- Responsible for technical support, design implementation support, and quality assurance for industrial connectivity products
- Utilize your technical knowledge to understand customer challenges and propose optimal solutions
- Work at a global technology and manufacturing company, collaborating with sales, engineering, and marketing teams to contribute to market strategy
- Comprehensive benefits package including personalized career planning, training programs, high-quality IT equipment, and full social insurance coverage

【Job Responsibilities】
Provide advanced technical support for Sales on customer inquiries, offer application and design-in support to key customers, assist with digital service integration, maintain the technical support database, support customer TechDays, address quality issues in meetings, and gather competitor insights for the GBU.

< Job Responsibilities >

- Serve as second/ third line of support to Sales for technical customer inquiries across all HARTING portfolio (EL/EC/HCS)
- Offer application driven support as well as design-in support to medium to large customers
- Identification of customizing opportunities and hand over to HCS Project Management Team.
- Support Frontline Sales by launching digital services due to integration in support cases.
- Maintain and provide a technical support knowledge database to increase efficiency
- Supports the TechDay with support from KAM/FSE towards large accounts
- Supports quality complaint handling, focusing on product related issues, in line w/ global complaint handling process.
- Collect competitor information based on products and feedback for GBU
- Preparation/creation of product change notifications/product discontinuations based on GBU information
- Continuous competence development of direct colleagues in the Technical Application Consultant by exchanging experiences

< Hierarchy Level >
Professional

< Position Area >
Production Specialist

< Good reasons to get started at HARTING >

- Development opportunities:
  -Individual development and career plan, customized further training
- Fair compensation:
  -With us, you will be appropriately rewarded for your performance and commitment
- Social insurance coverage:
  -Includes pension and health insurance for employees, employment insurance and labor insurance
- Staff insurance coverage
- Good IT equipment:
  -High-quality technical equipment for efficient and comfortable working
- Great colleagues:
  -Our dedicated, creative, and helpful colleagues value open communication, support each other, and collaborate on innovative solutions
- Be a key player:
  -Play an important role within a growing, global, family-owned technology manufacturing company.

【Employment Type】
Full-time / Permanent

【Salary】
Based on experience and skill level

【Working Hours】
In accordance with company regulations

【Work Location】
Yokohama, Japan

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

スキル・資格

【Qualifications】

- Bachelor's degree in a relevant field (e.g., Engineering, Business, Marketing, or Information Technology), or equivalent professional/specialized training
- Note: Extensive relevant experience and demonstrated expertise may be considered in lieu of a formal degree
- Minimum 3 years of hands-on experience in application engineering or technical sales support
- Strong understanding of industrial connectivity, automation, or related technical markets, including industry trends, standards, and customer applications
- Experience with CRM systems, digital configurators, and online support platforms
- Proficiency in Microsoft Office 365 (Excel, PowerPoint, Word, Teams, and Outlook) for documentation, presentations, and collaboration
- Ability to rapidly develop deep product expertise and translate it into clear customer value
- Customer-oriented and consultative mindset, with the ability to understand customer needs and provide tailored technical solutions
- Ability to develop and execute market-oriented strategies for product positioning and customer engagement within industrial B2B environments

- Ability to collaborate effectively across local and regional cross-functional teams, including Sales, Engineering, and Marketing
- Excellent communication skills in both English and Japanese (verbal and written), able to engage technical and non-technical audiences alike

会社説明