

Job Detail

Staff Level

Position Title	[IT support position] User Support Experience required!
Recruiter Company	Next Move K.K. / ネクストムーブ株式会社
Company Name	Company name is private
Activated / Updated	2023-08-08 / 2023-11-01
Job Type	IT (Other) - IT Help Desk
Industry	
Location	Asia Japan Tokyo
Job Description	<p>[Main Job Responsibilities]</p> <ul style="list-style-type: none"> • Responding to inquiries from users (how to use the service, problems, etc.) • Verify and resolve service defects • Understand user issues and requests and share them with relevant departments • Notify users of product information • Creating user manuals <p>[Business background]</p> <p>In order to strengthen the system as the business grows, we are looking for people who can handle inquiries from users and create manuals for users.</p>
Company Info	<p>[Company culture/office atmosphere]</p> <ul style="list-style-type: none"> • They provide an environment where all employees can work equally regardless of nationality, age or gender. • The office is very cozy and spacious, so you can work comfortably!
Qualifications	<p>【Required Experiences】</p> <ul style="list-style-type: none"> • More than 3 years of experience in user support, customer support, customer success, help desk, or IT support • Experience responding to inquiries via text communication using customer service tools such as Zendesk and Intercom • Experience in creating manuals (materials) for users • Japanese Language Proficiency Test N1 <p>[Welcome Skill]</p> <ul style="list-style-type: none"> • You can process the screen using PowerPoint and screenshot tools. • Using Excel, you can respond to inquiries, browse help sites, and summarize data related to work such as user information.
English Level	None
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience