

## 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"><li>• Responding to inquiries from users (how to use the service, problems, etc.)</li><li>• Verify and resolve service defects</li><li>• Understand user issues and requests and share them with relevant departments</li><li>• Notify users of product information</li><li>• Creating user manuals</li></ul> <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"><li>• They provide an environment where all employees can work equally regardless of nationality, age or gender.</li><li>• The office is very cozy and spacious, so you can work comfortably!</li></ul>
Qualifications	<p>【Required Experiences】</p> <ul style="list-style-type: none"><li>• More than 3 years of experience in user support, customer support, customer success, help desk, or IT support</li><li>• Experience responding to inquiries via text communication using customer service tools such as Zendesk and Intercom</li><li>• Experience in creating manuals (materials) for users</li><li>• Japanese Language Proficiency Test N1</li></ul> <p>[Welcome Skill]</p> <ul style="list-style-type: none"><li>• You can process the screen using PowerPoint and screenshot tools.</li><li>• Using Excel, you can respond to inquiries, browse help sites, and summarize data related to work such as user information.</li></ul>
English Level	None
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience