

Job Detail

Staff Level

Position Title	[Tokyo] Help desk (English available)
Recruiter Company	Global Initiative Corporation
Company Name	Company name is private
Activated / Updated	2023-10-06 / 2024-05-09
Job Type	Customer Service - Customer Support Customer Service - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Help desk operations and IT infrastructure management for client-based IT equipment and systems</p> <ul style="list-style-type: none">• Respond to various inquiries from users (PC operation, network support, business application support, troubleshooting, etc.)• Account management (password reset, ID issuance, etc.) <p>*Supported languages are Japanese and English *Supported channels include phone, email, chat, web, etc.</p>
Company Info	<p>We are a business process outsourcing (*BPO) service provider. There are 18 centers in 11 prefectures nationwide, and all centers can be connected via common infrastructure (voice infrastructure, etc.). We have prepared a business environment that allows us to provide services for BCP (business continuity) preparations and sudden expansion needs.</p>
Working Hours	<p>Varies depending on assigned P.J. *Some P.J is available for Saturday and Sunday work.</p> <ul style="list-style-type: none">• Overtime hours: Approximately 20 hours per month
Qualifications	<p>Essential requirements [MUST] Those who have the following experience/skills and language ability ○Experience/skills Those who have work experience in Japan and meet any of the following requirements</p> <ul style="list-style-type: none">• A track record of responding in English over the phone during work• Those who have work experience where English conversation always occurs during work. <p>ex) CA, foreign companies whose official language is English, etc.</p> <ul style="list-style-type: none">• If you have no experience in English at work, you must have lived in an English-speaking country for at least 2 years. <p>○Language skills</p> <ul style="list-style-type: none">• TOEIC score of 700 or higher required• For foreign nationals, N1 or higher is required. <p>Welcome requirements [WANT] ○Experience/skills</p> <ul style="list-style-type: none">• Those who have experience working at a help desk using English
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4000K - JPY 6000K
	<p><Allowance></p> <ul style="list-style-type: none">• Commuting allowance• Overtime allowance• Holiday work allowance• Late night work allowance

Salary Description	<ul style="list-style-type: none"> • Home work allowance • Recruitment allowance (friend/acquaintance referral system) <p><Welfare benefits></p> <ul style="list-style-type: none"> • Complete social insurance • Retirement benefit system defined benefit pension and defined contribution pension • Paid vacation 20 days <p>*Granted on April 1st</p> <p>*Only the current year's portion can be carried over to the next year.</p> <p>*If you join the company mid-year, it will be granted according to the month you joined the company.</p> <ul style="list-style-type: none"> • Special vacation total 16 types • Congratulations and condolence money system • Employee stock ownership plan • Skill improvement training/management training (education program for managers) • Qualification acquisition support system • E-learning (you can take training at any time you like, whether outside or inside the company) • Menu-selectable welfare system • Free health checkup (human dog for those over 35 years old) • Various consultation desks
Holiday Description	<p>Varies depending on assigned PJ.</p> <p>*Some PJ is available for Saturday and Sunday work.</p> <ul style="list-style-type: none"> • Number of annual holidays: 123 days
Job Contract Period	full-time employee