

Job Detail

Staff Level

Position Title	★Visa Support★ Helpdesk Team Leader 【Great work-life balance】
Company Name	systemsGo Corporation
Activated / Updated	2024-04-23 / 2024-04-23
Job Type	IT (Other) - IT Help Desk IT (Other) - Customer Support Engineer IT (Hardware/Network) - Server and Machine Operation and Maintenance
Industry	IT Consulting
Location	Asia Japan Tokyo Asia Japan Osaka Asia Japan Toyama
Job Description	<p>【Responsibilities】</p> <ul style="list-style-type: none"> ● Provide regular scheduled and ad hoc support to systemsGo clients ● Follow instructions given by the Team Lead to complete regular onsite support tasks ● Troubleshoot internal IT infrastructure and network-related problems ● Alert systemsGo management of potential critical situations. Monitor critical client problems until they are resolved ● Follow instructions given by the Team Lead or Project Manager to assist on projects for engineering tasks ● Set up, install, configure and test computer and network systems as needed to complete projects on schedule ● Assist sales team by collecting information on client systems and problems faced onsite ● Effectively communicate client status with Account Executives and primary engineers ● Utilize systemsGo's processes and methodologies to provide a consistent and competent level of service to the client ● Actively build on IT and communication skills to improve on skill set and productivity
Company Info	systemsGo is recognized for consistent high quality IT solutions combining local awareness with the ability to communicate with IT HQ staff abroad and implement global IT standards in a local context. Our experienced Service Delivery team, our well-honed business model and our strong understanding of assisting foreign companies in Asia ensures satisfied clients, repeat business and referrals.
Working Hours	Mon-Fri 9AM-6PM
Qualifications	<p>We are currently seeking a Team Leader to work at our client's office in Tokyo. The client is a global Medical Equipment Manufacturer which works to make healthcare ever better.</p> <p>The position will involve working in a friendly, work-life balance, diversity environment.</p> <p>【Requirements】</p> <ul style="list-style-type: none"> • Oversee the day-to-day operations of the Technical Support Team • Act as a senior agent who will drive customer satisfaction through customer support • Provide direct supervision of the technical support engineers • Act as a mentor and provide oversight, coaching, and training to team members • Be the point of contact when it comes to technical escalations • Record and track team SLAs and workflows • Clearly communicate issues to SDM as needed, be able to be a communication bridge between the clients and sG management team • Manage and report on all incoming technical support inquiries • On-board all new team members • Assist in the creation of the team KPIs as well as monitor and report on results • Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner • Work to create any relevant support material for the team • Implement any necessary preventive measures to reduce customer faults and issues • Review all technical support related processes and documentation for continuous improvement

	<ul style="list-style-type: none"> • Assist in the creation and implementation of customer self-service material and tools <p>【Knowledge, Skills & Abilities】</p> <ul style="list-style-type: none"> • Excellent communicator, both oral and written • Strong problem solving and communication skills between sG and clients • Love being the first line of support and troubleshooting issues • Strong analytical skills to investigate and resolve customer support tickets • Able to multi-task efficiently under time pressure • Previous experience in managing customer focused teams • Proven experience in managing a service and support focused team culture • 5+ Years experience in a Technical Support role
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 4000K - JPY 10000K
Salary Description	Social Insurance Commuting/ Transportation Allowance Technical Certification Support & Reward Birthday Gift
Holiday Description	Five-Day Workweek Sick Leave Paid Holidays
Job Contract Period	Permanent
Nearest Station	7 mins from Kamiyacho, Roppongi I-chome, Azabujuban stations