

## 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"> <li>● Provide regular scheduled and ad hoc support to systemsGo clients</li> <li>● Follow instructions given by the Team Lead to complete regular onsite support tasks</li> <li>● Troubleshoot internal IT infrastructure and network-related problems</li> <li>● Alert systemsGo management of potential critical situations. Monitor critical client problems until they are resolved</li> <li>● Follow instructions given by the Team Lead or Project Manager to assist on projects for engineering tasks</li> <li>● Set up, install, configure and test computer and network systems as needed to complete projects on schedule</li> <li>● Assist sales team by collecting information on client systems and problems faced onsite</li> <li>● Effectively communicate client status with Account Executives and primary engineers</li> <li>● Utilize systemsGo's processes and methodologies to provide a consistent and competent level of service to the client</li> <li>● Actively build on IT and communication skills to improve on skill set and productivity</li> </ul>
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"> <li>• Oversee the day-to-day operations of the Technical Support Team</li> <li>• Act as a senior agent who will drive customer satisfaction through customer support</li> <li>• Provide direct supervision of the technical support engineers</li> <li>• Act as a mentor and provide oversight, coaching, and training to team members</li> <li>• Be the point of contact when it comes to technical escalations</li> <li>• Record and track team SLAs and workflows</li> <li>• Clearly communicate issues to SDM as needed, be able to be a communication bridge between the clients and sG management team</li> <li>• Manage and report on all incoming technical support inquiries</li> <li>• On-board all new team members</li> <li>• Assist in the creation of the team KPIs as well as monitor and report on results</li> <li>• Ensure that all customer inquiries and issues are solved correctly and in a prompt and professional manner</li> <li>• Work to create any relevant support material for the team</li> <li>• Implement any necessary preventive measures to reduce customer faults and issues</li> <li>• Review all technical support related processes and documentation for continuous improvement</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist in the creation and implementation of customer self-service material and tools</li> </ul> <p><b>【Knowledge, Skills &amp; Abilities】</b></p> <ul style="list-style-type: none"> <li>• Excellent communicator, both oral and written</li> <li>• Strong problem solving and communication skills between sG and clients</li> <li>• Love being the first line of support and troubleshooting issues</li> <li>• Strong analytical skills to investigate and resolve customer support tickets</li> <li>• Able to multi-task efficiently under time pressure</li> <li>• Previous experience in managing customer focused teams</li> <li>• Proven experience in managing a service and support focused team culture</li> <li>• 5+ Years experience in a Technical Support role</li> </ul>
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