

Job Detail

Staff Level

Position Title	Game customer support: Game lovers welcome! E-mail correspondence and other work related to game content!
Company Name	Interworks Confidence inc.
Activated / Updated	2024-04-19 / 2024-05-08
Job Type	Customer Service - Customer Support IT (Other) - IT Help Desk Sales/AE - Customer Success/Client Success
Industry	Games
Location	Asia Japan Tokyo Asia Japan Kanagawa Asia Japan Osaka
Job Description	<p>~Responding to email inquiries regarding games and duties incidental to customer service~</p> <p>[Specific job details]</p> <ul style="list-style-type: none"> • Primary and secondary responses using tools to inquiries from customers (Example: Use Mail Dealer *Actually, the tool differs depending on the game title.) • Investigating behavior logs and modifying data using management tools • Operation confirmation using actual game equipment • Creating templates, FAQs, game announcements, and reports • Coordination and collaboration with other departments within the company (trouble handling, investigation requests, reports, consideration of policies, etc.) <p>- Correspondence with partner companies (answers to questions, surveys, lectures on survey methods, etc.), etc.</p>
Company Info	<p>We do business with more than 200 companies in the game industry, mainly major and famous game companies.</p> <p>We are a listed company that continues to grow steadily, receiving more than 300 requests per month.</p> <p>There are plenty of projects, so you can challenge various genres such as social games, RPGs, sports, idols, Sengoku, and music.</p> <p>[Measures to prevent passive smoking] No smoking indoors (smoking area available)</p>
Working Hours	10:00-19:00
Qualifications	<p>[Required requirements]</p> <ul style="list-style-type: none"> ■ People who have some kind of in-house SE or help desk experience in game development ■ In-house SE or help desk experience in the entertainment/internet service industry ■ No academic background required <p>Past forms of employment, such as part-time work or temporary work, are also acceptable.</p> <p>[Welcome requirements]</p> <ul style="list-style-type: none"> ■ Those who have experience in proposing, developing, and operating systems using Linux, Apache, MySQL, PHP, etc. Those with blanks. ■ People who like games and entertainment
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Salary Description	Full social insurance
Holiday Description	2 days off per week (Saturdays, Sundays, public holidays) summer vacation paid holiday Congratulatory or condolence leave Parental leave

