

Job Detail

Senior Level

Position Title	Escalation Engineer
Recruiter Company	Tech Alliance KK
Company Name	Company name is private
Activated / Updated	2024-04-10 / 2024-05-08
Job Type	IT (PC, Web, Unix) - Web Application SE
Industry	Education/School
Location	Asia Japan Tokyo
Job Description	<ul style="list-style-type: none"> ● Challenges and Appeals: <ul style="list-style-type: none"> ○ Establishment and design of organizational structures and business flows (from upstream planning and design to execution and verification). ○ There is a shortage of specialized talent in the field of EE (Escalation Engineer) (e.g., Microsoft's Escalation Engineer). ○ Addressing 2C and global expansion. ○ Enhancement of development requirements based on diverse customer usage situations (which could lead to improvements in UX and service, and also provide opportunities to accumulate experience in feature development). ○ Able to engage in various domains from the perspective of inquiries. ● Specific skills and experiences sought as an EE: <ul style="list-style-type: none"> ○ Experience with languages used in company. ○ Ability to collaborate smoothly with various roles such as PdM, engineers, QA, and Biz members regardless of job titles. ○ Ability to catch up within a fast-paced development environment (curiosity and willingness to learn). ○ Problem-solving skills. ● What can be gained and the future career path: <ul style="list-style-type: none"> ○ Broad knowledge of web and app development. ○ Collaboration with various members such as Biz. ○ Experience in organizational expansion accompanying business expansion and expansion of development areas (such as team building). ○ Experience not only in planning and design of business flows but also in driving execution and project management. ○ Diverse career paths such as SWE, PdM, and Biz. ● Document screening checkpoints: <ul style="list-style-type: none"> ○ Experience in web system or app development (mandatory). ○ Experience in collaboration with diverse team members. ● Preferred experiences and skills: <ul style="list-style-type: none"> ○ Experience in SaaS services. ○ Experience in organizational setup and management. ● Assumed target companies, departments, and job titles: <ul style="list-style-type: none"> ○ SWE at SaaS companies, Escalation Engineer (e.g., at Microsoft), etc. (*Not necessarily customer-facing roles). ● Points to be confirmed by the interviewer: <ul style="list-style-type: none"> ○ Whether the candidate has experience in customer-facing roles like Customer Support (whether they have experience in web system or app development).
Company Info	Our Client is a memory retention learning platform. It is used in over 3,400 classrooms across the country, primarily in schools and cram schools. Our client has operated with the mission of "Along with memory" since its inception and has worked to create innovation in the field of memory, which is at the heart of human intellectual activity.
Working Hours	9:00 - 6:00 Flexible/Hybrid work style
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Chinese Level	None
Salary	JPY - Japanese Yen JPY 8000K - JPY 15000K

Salary Description	Commuting/ Transportation Allowance Social Insurance Education/ Training
Holiday Description	Sick Leave Paid Holidays Summer Holidays