Job Detail

Position Title	Azure Customer Support Engineer Tokyo Job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-27 / 2024-04-09
Job Type	IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Database SE IT (Other) - Customer Support Engineer
Industry	
Location	Asia Japan Tokyo
Job Description	Responding, diagnosing, resolving, and tracking technical support by phone, email, and chat Maintain SLO-defined response and resolution speeds Maintain a high level of customer satisfaction and follow quality standards in 90% of cases Use existing troubleshooting tools and techniques to identify the root cause of inquiries and provide root cause assessments for customers Conduct internal classification queries to document problem classes and preventative actions, and analyze them further retrospectively Report problems to the product engineering team, create documentation, create procedures, create desired behaviors and reproduction procedures for complex product bugs, suggest solutions at the code level, and support engineers to resolve bugs. Perform community management tasks necessary for business Cover cases involving customer-specific requirements for architecture design and provide solutions that are limited to a specific product (or a subset of product features) Adhere to project timelines and create release deliverables Participate in debugging design/code issues and identify root causes
Company Info	This company has been certified as the "best employer" in 2020 by the "Top Employers Institute" which recognizes outstanding employers. A global leader in consulting, technology, outsourcing, and next-generation services. With approximately 180,000 employees worldwide, the company helps clients in more than 50 countries stay ahead of the competition. Through the co-creation of innovative solutions, they help companies transform and thrive in an ever-changing world. [Measures against passive smoking] No smoking indoors allowed Designated smoking area
Qualifications	Graduates with a degree in IT/Computer Science/related fields, and at least 4 years of support engineer experience (infrastructure experience) in the IT industry. Enterprise-level product support experience Knowledge of Azure IaaS services and infrastructure services of Azure products or related cloud platforms Experience troubleshooting and supporting Azure infrastructure services, including Azure Compute, Kubernetes Engine, other infrastructure components, and other environment construction Object-oriented JavaScript and related frameworks, type scripting, HTML5, and CSS frameworks Basic experience with standard web servers and related frameworks At least 2 years of foundational experience in supporting RESTFUL Web APIs using Java and Python core frameworks Experience with Unix/Linux platforms, command line, and shell scripting Good understanding of algorithms and data structures and coding experience Understanding of system design and scaling Experience testing applications Understanding Network Protocols and Troubleshooting Familiarity with Azure IaaS services and Azure products Hands-on experience with other cloud services such as AWS, GCP, IBM Soft Layer, Rackspace, and private cloud Azure Cloud certification is a plus Japanese Language: Excellent written and oral communication skills in native and

	Fluent (N1), Business(N2), Japanese, and business English
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 8000K - JPY 12000K

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