

## Job Detail

Staff Level

Position Title	Gadget and PC lovers welcome! [Technical support] Overseas business trips available ★ Chinese x Japanese/English everyday level
Company Name	ASUS JAPAN
Activated / Updated	2024-05-13 / 2024-05-16
Job Type	IT (Other) - Customer Support Engineer IT (Other) - IT Help Desk Electronics (Appliance/Semiconductor) - Sales Engineer/Service Engineer
Industry	Computer/OA Equipment/Telecommunication Equipment
Location	Asia Japan Tokyo
Job Description	<p>■Products handled General ASUS products For details, please visit our website (<a href="https://www.asus.com/jp/">https://www.asus.com/jp/</a>).</p> <p>■Job content -Provide written and verbal technical support and solutions to other departments within the company and affiliated call centers located overseas. -Provide mainly written technical advice and solutions to external clients. -Respond, track, provide feedback and report on technical support cases for the products you are responsible for. -Implement after-sales service solutions for new product launches (repair training, application for necessary equipment, provision of technical documents, etc.) -Create and accumulate technical documents such as FAQs. -Manage, analyze and monitor various technical support data. For technical support cases, please check the details from the internal system and respond to each case one by one. If necessary, you will work with product staff, technical support, and technical support in the head office, and provide guidance at the repair center and lead to a solution. There will be situations where you will provide detailed verbal explanations and on-site guidance to affiliated repair centers and call centers, and you will also be required to have clear conversational communication skills.</p> <p>◆Business trips to partner companies in China about once or twice a year</p>
Company Info	<p>■Company culture • A workplace with discretion and freedom, and good ventilation</p> <p>[Assigned team] 8 people 3 men, 5 women, 2 of whom are Japanese, many in their 30s, 6 with over 5 years of experience. (Reporting to: Manager at Taiwan headquarters)</p> <p>*Measures to prevent passive smoking: No smoking indoors</p>
Working Hours	09:30~18:30 (1 hour break) Staggered working hours (starting from 8:00 to 10:00, leaving from 17:00 to 19:00, working 8 hours per day)
Qualifications	<p>【Prerequisite】 • English business level (English is used frequently in internal MTG etc.) • Those with Japanese business level or above • Over 2 years of working experience in Japan • Over 2 years of practical experience in promotion and planning *Both from a business company or agency OK. *Work experience in planning and completing promotions and plans by one person is desirable.</p> <p>[Welcome conditions] -Person who has practical experience in the IT industry -People who are interested in computers in general</p> <p>[Looking person profile] •People with creative ideas -Those who have logical and flexible planning and execution skills</p>

	<p>-Those who have the tenacity, negotiation skills, patience, and strong mental strength to adapt to different cultures</p> <p>-A person who is eager to learn and has a desire to improve</p> <p>■Selection flow  Document screening → First interview → [Aptitude test] → Second interview → Third interview (HR) → Unofficial offer  *Part of the content of the assignment will be presented in English at the second interview.  *The aptitude test is not an SPI test.  *If possible, please submit promotional proposals and project reports from past or current positions along with your resume (excluding confidential information). If submitted, the selection process may be speeded up.  *You may be asked to submit assignments after the first interview.  *We may check your English proficiency.  *For those living far away, all services are available online.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Chinese Level	Business Conversation Level
Salary	JPY - Japanese Yen JPY 5000K - JPY 6000K
Salary Description	<p>Complete with social insurance</p> <p>Transportation Allowance (up to 30,000 yen/month)</p> <p>50-50 lunch meal subsidy system</p> <p>Employee discount coupon system</p>
Holiday Description	<p>Two days off per week (Saturdays and Sundays) and holidays</p> <p>Year-end and New Year vacation (8 days), summer vacation (adjustable 3 days)</p> <p>Paid leave, maternity leave, childcare leave system</p> <p>Special paid leave (birthday, menstruation, congratulations or condolence, vaccination, etc.)</p>
Job Contract Period	full-time employee
Nearest Station	Chiyoda-ku, Tokyo, 2-5 minutes walk from Ichigaya Station, 4 lines available (JR Sobu Line, Metro Yurakucho Line, Metro Namboku Line, Toei Shinjuku Line)