

## Job Detail

Senior Level

Position Title	Bilingual Technical Support
Staff Company	Randstad Japan Professional Contract Specialist (Professional Haken)
Company Name	Company name is private
Activated / Updated	2024-05-20 / 2024-05-20
Job Type	IT (Other) - Customer Support Engineer IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - BrSE/Bridge SE
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	<p>Our client is the No.1 Online Travel Agency in Japan.</p> <p>They provide services in leisure and also business travelers a variety of accommodation choices to meet all of their travel needs. Their mission is to provide quality experience to the travelers. Their tech-team develop, operate, and maintain a large-scale platform that contributes over 1 trillion yen.</p> <p>As a communication hub, Tech-support handles various inquiries from internal staff and external partners about the technical/product specifications or operations accurately and promptly. Diagnose and troubleshoot the product issues by analyze source code and data in the situation that new features are implemented every weeks.</p> <p>Contribute to offer best experience to customers/partners by feedback the voice of customers to development and product management teams.</p> <p>[Responsibilities]</p> <ul style="list-style-type: none"><li>- Understand customers' situation and be responsible to handles the inquiries</li><li>- Be passionate and have motivation to offer the best values to the customers and partners as service provider</li><li>- Quickly adapt new technology or architecture and proactive to get the new knowledge technology skills</li><li>- Always see the big picture of the things, be flexible and make effort spontaneously in any situation.</li><li>- Maintenance and operation internal FAQ</li><li>- Track computer system issues through to resolution, within agreed time limits</li><li>- Communicate and coordinate with customers and partners</li><li>- Prepare accurate and timely reports</li><li>- Analyze logs, system operation including data update or account creation</li><li>- Improve operation process to reduce the time of inquiries or issues itself with PDCA cycle</li></ul>
Company Info	Leading online platform in Japan, specializes in providing comprehensive travel services to both leisure and business travelers. They are dedicated to ensuring top-quality experiences for their customers, offering a wide range of accommodation options tailored to various travel needs. With a strong focus on technology, their team develops and maintains a sophisticated platform that significantly contributes to the travel industry. As a key player in the market, they are committed to innovation and excellence in delivering exceptional customer service.
Working Hours	9:00-17:30
Qualifications	<ul style="list-style-type: none"><li>- BSc/BA in Computer Science, Engineering or related field or background in software engineering</li><li>- Properly escalate issues to appropriate internal teams and external partners</li><li>- Prioritize and manage several open issues by judging situations appropriately</li><li>- Collect and analyze inquiries from customers, stakeholders and other teams to propose best solutions</li><li>- Excellent communication skills in any situations</li><li>- Proficient in English and Japanese</li></ul>

English Level	Fluent (TOEIC 865-)
Japanese Level	Business Level(JLPT Level 2 or N2)
Chinese Level	None
Hour Salary	JPY - Japanese Yen 3500JPY Over
Estimated Annual Salary	JPY - Japanese Yen JPY 6000K - JPY 7500K
Salary Description	Social Insurance Commuting/ Transportation Allowance Sport Facilities
Holiday Description	Five-Day Workweek Summer Holidays Winter Holidays Paid Holidays Congratulatory or Condolence Leave

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