

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"> - Understand customers' situation and be responsible to handles the inquiries - Be passionate and have motivation to offer the best values to the customers and partners as service provider - Quickly adapt new technology or architecture and proactive to get the new knowledge technology skills - Always see the big picture of the things, be flexible and make effort spontaneously in any situation. - Maintenance and operation internal FAQ - Track computer system issues through to resolution, within agreed time limits - Communicate and coordinate with customers and partners - Prepare accurate and timely reports - Analyze logs, system operation including data update or account creation - Improve operation process to reduce the time of inquiries or issues itself with PDCA cycle
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"> - BSc/BA in Computer Science, Engineering or related field or background in software engineering - Properly escalate issues to appropriate internal teams and external partners - Prioritize and manage several open issues by judging situations appropriately - Collect and analyze inquiries from customers, stakeholders and other teams to propose best solutions - Excellent communication skills in any situations - Proficient in English and Japanese

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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