

Job Detail

Staff Level

Position Title	Gadget and PC lovers welcome! [Field Assistant Engineer] Japanese, English and Chinese skills available
Company Name	ASUS JAPAN
Activated / Updated	2024-05-13 / 2024-05-22
Job Type	IT (Other) - Customer Support Engineer IT (Other) - Sales Engineer Electronics (Appliance/Semiconductor) - Sales Engineer/Service Engineer
Industry	Computer/OA Equipment/Telecommunication Equipment
Location	Asia Japan Tokyo
Job Description	<p>[Job Overview]</p> <p>The mission of this position is to provide solutions that solve customer problems and increase sales of our products by working with the sales and technical staff in the Japanese branch and the Taiwan headquarters with a sales-oriented mindset.</p> <ul style="list-style-type: none"> • Instruct the internal sales team on the features of our products and provide information that can be used when dealing with customers • Field technical support, including accompanying the sales team to customers and agencies • Provide direct problem-solving support to key customers • Collect and analyze information related to the industry and competition • Advice on creating TOR (business specifications) (if you understand) • Act as a hub between the head office, field sales, technical support team, and customer service team to smoothly advance projects <p>*The above work content is not limited to HW or SW only, and you will be required to consider providing solutions from both perspectives.</p> <p>*If you do not have the following specified qualifications or equivalent, you will be required to obtain them after joining the company.</p> <ol style="list-style-type: none"> 1. Microsoft Endpoint Administrator 2. Google for Education Certified Educator Level 2
Company Info	<p>■Company culture</p> <p>- Discretion and freedom, a workplace with 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	<p>09:30~18:30 (1 hour break)</p> <p>Staggered working hours system (8-10am start, 17-19pm finish possible, 8 hour work day)</p>
	<p>[Required conditions]</p> <ul style="list-style-type: none"> • Experience and communication skills in carrying out work involving different stakeholders inside and outside the company, including customer service • Knowledge and knowledge of IT industry HW and SW products • More than 3 years of experience in technical support for both HW and SW • Japanese and Chinese at business level or above • English reading and writing level (TOEIC 700 or above is a guideline) <p>[Preferred conditions]</p> <ul style="list-style-type: none"> • Experience as a field service engineer • Experience as a pre-sales engineer

Qualifications	<ul style="list-style-type: none"> • Experience proposing solutions to customers • Experience repairing IT-related HW products • Those who have our designated qualifications or some other IT qualification <p>[Desired personality]</p> <ul style="list-style-type: none"> • Those who are confident in communicating with related departments inside and outside the company and have strong technical elements for customers • Those who can handle cases with a sales mindset • Those who can get used to a cross-cultural work environment <p>■ Selection flow Document screening → First interview → Aptitude test → Second interview → Final interview → Offer ※After the first interview, assignments or tests may be conducted.</p> <p>[Documents to be submitted]</p> <p>- Resume and work history in Japanese</p> <p>*Please submit a resume in English or Chinese depending on the situation.</p> <p>*If you are far away, all applications can be submitted 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 7500K
Salary Description	<p>Complete social insurance coverage</p> <p>Transportation expenses fully covered (up to 30,000 yen)</p> <p>Employee discount coupon system</p> <p>Half-price meal subsidy system (ticket restaurant)</p> <p>Travel allowance</p> <p>Employee discounts on company products</p> <p>Free drinks in the office</p> <p>Discount vending machines and water server in the office</p> <p>Office Glico (snacks, ice cream, drinks)</p>
Holiday Description	<p>Two days off per week (Saturday and Sunday) and holidays off</p> <p>New Year's holiday (8 days) and summer holiday (adjustable 3 days)</p> <p>Paid leave, maternity leave, and childcare leave system</p> <p>Special paid leave (birthdays, menstruation, special occasions, vaccinations, etc.)</p>
Job Contract Period	Full-time employee * Trial period: 3 months (maximum 6 months)
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)