



## Customer Reliability Engineer

### Job Information

**Recruiter**

[Cornerstone Recruitment Japan K.K.](#)

**Hiring Company**

Rapidly growing SaaS company providing AI contract screening p

**Job ID**

1454280

**Industry**

Software

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

August 21st, 2024 05:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**[JOB RESPONSIBILITIES]**

Cooperate with the development team and user support and commit to the following realizations with engineering as a weapon in order to continuously provide value to customers.

- Improving customer satisfaction
- Improving the quality and operational efficiency of support
- Reducing the hurdles of customer service introduction What kind of work should be done
- Designing, measuring and improving customer satisfaction indicators
- Maintaining and developing systems aimed at improving customer satisfaction and reducing support costs Example)

Visualization of user behavior logs, improvement of support tools, etc.

- Technical support for customer service introduction
- Technical support for problems and inquiries that occur in the customer environment

#### **[REQUIREMENTS]**

Mandatory:

- 3 years or more experience in web system development, or equivalent experience
- Basic knowledge of Windows OS \* Ability to configure and use browser and OS proxy settings, Windows firewall, event viewer, etc.
- Basic knowledge of networking \* Ability to explain proxy and DNS mechanisms, each layer of the OSI reference model, etc.
- Log investigation experience based on access logs and application logs
- Experience in selecting and implementing some technology, and operation and maintenance after introduction  
Language proficiency equivalent to N1 of the proficiency test.

Desirable:

- Experience in system development using Ruby and TypeScript
- Experience in designing and developing APIs conforming to RESTful APIs
- Experience in designing and building infrastructure using cloud infrastructure such as AWS and GCP
- Experience in designing and operating firewalls, UTM, etc.
- Experience in designing and operating antivirus software and terminal management software
- Experience in using monitoring tools such as Datadog, New Relic, Sentry Experience in collecting and visualizing data
- Project management experience

---

## Company Description

**Cornerstone Recruitment Japan is focused on placing bilingual professionals in a wide range of market leading companies.**

Focusing across all sectors, we leverages the network of our experienced consultants to provide both clients and candidates with high end service levels and most importantly results.

We are passionate about helping our clients in securing the best talent on the market, by introducing unique profiles who can give them the edge in an increasingly competitive recruitment market.

Established in 2019, in partnership with Cornerstone Global Partners and with investment from Morgan Stanley, Cornerstone Recruitment Japan strives to be the recruitment partner of choice for all Tokyo based clients and candidates.

### **Our Mission**

The Cornerstone. As every building requires a cornerstone, we believe people are the cornerstone of every great company. Our recruitment experts are passionate about bringing together great people with great companies.

### **Our Business Sectors**

- Accounting & Finance
- Financial Services
- Human Resources and Office Professionals
- Industrial
- Information Technology
- Legal & compliance
- Life Science
- Supply Chain & Procurement
- Marketing
- Sales

**Our Services**

- **Contingency**

Many clients choose to utilize our success based contingent recruitment service. We take the time to fully understand the job brief before presenting a tailored shortlist of 5 to 6 candidates from our expansive existing network. This service comes with no obligation to hire and our clients only pay a fee when the successful candidate joins.

- **Retained**

Our retained service is particularly successful for clients with high profile/critical hiring needs, or niche searches that involve a significant amount of time unearthing candidates from outside our existing network. Clients who choose our retained service benefit from the introduction of exclusive headhunted candidates and top prioritization from the Cornerstone team.

- **Market Entry**

With a wealth of experience in the Japan market, our consultants have successfully helped many clients enter the Japan market. We can help you secure that critical first hire, as well as providing a consultation service, to make sure that your business is well prepared for all the initial hurdles it will face.