CareerCross

NICE

Senior Technical Support Engineer

Job Information

Hiring Company
NICE Japan Company Ltd

Job ID
1479525

Industry
Software

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Minato-ku

Salary
Negotiable, based on experience

Refreshed
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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

At NICE, we don't limit our challenges. We challenge our limits. Constantly. We're relentless. We're ambitious. And we make an impact. Our NICErs bring their A game and spend each day turning it into an A+. And if you're like us, we can offer you the kind of challenge that will light a fire within you.

So, what's the role all about?

As the Senior Technical Support Engineer, you will provide advanced technical support to customers via phone, online, chat, and email, employing tools and advanced expertise to analyze logs, traces, packet captures, and similar data to determine the root cause of issues. You will not only address symptoms but also implement root cause corrections to prevent issue recurrence, demonstrating tenacity in resolving core problems. Additionally, you will identify, document, and report software, design, reliability, and maintenance issues to relevant teams, ensuring alignment with customer expectations. This job description is not exhaustive, and you may be assigned other reasonable related duties by your supervisor or management as required, with potential revisions or changes to job duties as needed.

How will you make an impact?

- Effectively mentor colleagues on their communication, troubleshooting, process, product knowledge and case work.
- Take full ownership of all communication needs related to the management of troubleshooting efforts internally and externally, building confidence across all customers and stakeholders that we are progressing properly towards resolution.
- Ensuring that each case that you own is progressing according to the response and resolution targets as specified in our Service Level Agreements (SLA). Assisting colleagues in accelerating their cases toward timely resolution.
- Proactively manage personally assigned cases from the queue based upon severity and priority of each issue and your skills and ability to resolve.
- Developing and maintaining consistent and exemplary performance on all key performance indicators, modeling a higher-level achievement for level 1 Technical Support Engineers as well as your peers at the same job level.
- Properly de-escalating customers through expert communication and resource engagement, ensuring that all customers that you influence are receiving excellent service. Expected to handle more complex and escalated cases.

What's in it for you?

Join an ever-growing, market disrupting, global company where the teams – comprised of the best of the best – work in a fast-paced, collaborative, and creative environment! As the market leader, every day at NICE is a chance to learn and grow, and there are endless internal career opportunities across multiple roles, disciplines, domains, and locations. If you are passionate, innovative, and excited to constantly raise the bar, you may just be our next NICEr!

Enjoy NICE-FLEX!

At NICE, we work according to the NICE-FLEX hybrid model, which enables maximum flexibility: 2 days working from the office and 3 days of remote work, each week. Naturally, office days focus on face-to-face meetings, where teamwork and collaborative thinking generate innovation, new ideas, and a vibrant, interactive atmosphere.

Required Skills

Have you got what it takes?

- Bachelor's degree in Computer Science, Business Information Systems, Networking or a similar field, or equivalent work experience required
- Japanese Language Proficiency: Minimum JLPT N2 level or equivalent proficiency in Japanese is required
- 5+ years' work experience in a technical customer service role, preferably in a technical support capacity
- 3+ years' experience with SaaS, telecom, contact center software, networking technologies (TCP/IP, HTTP, SFTP, scripting, load balancers, proxies, firewalls) and databases (MSSQL, Oracle, MySQL)
- Ability to multi-task and maintain professional composure during stressful situations, prioritizing your activities appropriately
- Ability to be professional, assertive, articulate, and friendly verbal and written communication in all aspects of your work

You will have an advantage if you also have:

- Proven ability to drive escalated customer problems to resolution utilizing appropriate internal and external resources
- Ability to communicate effectively across all company teams such as Product Management, Research and Development, Quality Assurance, Professional Services, and Executive/Senior Management teams to resolve technical issues
- Industry experience including understanding of the contact center business, as well as general market and business trends
- Understanding of networking technologies and telecommunications architecture (SBC, SIP, RTP, WebRTC, PBX, Carriers, VoIP)
- Demonstrated ability to work independently as part of a larger team
- Ability to excel in a fast-paced, agile environment with assertiveness, critical thinking, and strong problem-solving skills

Company Description