Enterprise Technical Support

Notion Labs Japan合同会社での募集です。 テクニカルサポート・...

Job Information

Recruiter
JAC Recruitment Co., Ltd.

Hiring Company
Notion Labs Japan合同会社

Job ID
1485356

Industry
Software

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 12 million yen

Work Hours
09:00 〜 18:00

Holidays
【有給休暇】有給休暇は入社時から付与されます 入社7ヶ月目には最低10日以上 【休日】完全週休二日制 土 日 祝日

Refreshed
July 4th, 2024 17:22

General Requirements

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

【求人No NJB2219620】
◆About Us
We're on a mission to make it possible for every person team and company to be able to tailor their software to solve any problem and take on any challenge. Computers may be our most powerful tools but most of us can't build or modify the software we use on them every day. At Notion we want to change this with focus design and craft.

We've been working on this together since 2016 and have customers like Pixar Mitsubishi Figma Plaid Match Group and

thousands more on this journey with us. Today we're growing fast and excited for new teammates to join us who are the best at what they do. We're passionate about building a company as diverse and creative as the millions of people Notion reaches worldwide.

◆ About The Role
You will work closely with our enterprise customers and engineers to resolve the most complex issues. You will also help build out systems and processes to manage tasks from report to completion. You will problem solve with our technical teams and work to resolve as much as you can while scaling our systems.

◆ What You'll Achieve
・Work closely with our largest customers providing white glove support to solve the most challenging support interactions
・Work cross functionally across engineering and product to build processes and manage issues
・Perform advanced troubleshooting of products and embedded partner applications
・Reproduce customer issues perform initial codebase triage and file bugs with Engineering
・Manage to key performance metrics defined within the Product Operations Team
・Respond to high priority customer issues
・Create and maintain internal knowledge libraries and contribute to the creation of user facing content
・Participate in an on call rotation to assist customers outside of normal working hours

Required Skills

◆ Skills You'll Need To Bring ・You have at least 3+ years of experience working in a technical support technical account manager partner engineering or similar role. ・You have native level fluency in Japanese ・You are a fluent communicator in English ・You have a strong understanding of and experience with REST APIs ・You have strong in depth knowledge and experience troubleshooting desktop applications on Microsoft Windows and macOS ・You have knowledge of Single Sign on including OAuth SAML and SCIM ・You have strong analytical debugging and problem solving skills ・You are able to analyze server and client application logs and identify the root cause of errors ・You have strong written and verbal communication skills and can work with both technical and non technical audiences ・You are able to balance user expectations while understanding policies and compliance boundaries ・You are able to work under pressure and remain focused confident and professional ・You are able to collaborate effectively with peers and across teams that are located in multiple offices ◆ Nice To Haves ・You have strong knowledge of Linux APIs NoSQL MySQL and similar open source technologies ・Knowledge and experience writing scripts using one or more of the following languages Python Java Javascript or Typescript

Company Description

Notion（ノーション）は、メモやタスク管理、Wiki、データベースなどさまざまな機能を一元的に使うことができるクラウド型の万能アプリを提供しています。それゆえに、「オールインワン ワークスペース」と呼ばれており、その利用者数は世界で3000万人を超えるソリューションベンダーです。Notionはカスタマイズ性に富んでおり、マルチに使えるデジタルな作業場所となり、また、使い方によってはメモアプリにも、チームのプロジェクト管理ツールにもなります。