



【Technical Support Specialist】 Sports Tech 外資系企業

Job Information

Recruiter

SPOTTED K.K.

Hiring Company

【Technical Support Specialist】 Leading Global Sports Technology C

Job ID

1485705

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Kawasaki-shi Kawasaki-ku

Salary

Negotiable, based on experience ~ 7 million yen

Refreshed

July 8th, 2024 12:09

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As our clients, A leading global sports tech company continue to expand, they are seeking an exceptional, self-motivated, and resourceful Technical Support Specialist to deliver enterprise-level assistance. This strategically important role is vital to their growth in Japan. The ideal candidate will have a blend of strong technical aptitude, troubleshooting capabilities, and **customer-facing skills**, coupled with a passion for cutting-edge technology.

Required Skills

- Preferably, a Bachelor's degree in Engineering.
- Minimum of **3 years' experience** in direct **customer support**.
- Exceptional written and spoken communication skills in both **Japanese and English**.

- Ability to explain technical information clearly and concisely to both technical and non-technical audiences.
- Proven ability in troubleshooting and identifying root causes of issues.
- Demonstrated skill in effective time management and handling escalations.
- Self-driven individual who thrives in a small business environment.
- Excellent communication skills, with the ability to explain concepts in writing and over the phone.
- A passion for the sports industry is advantageous.

Company Description