



Technical Solution Consultant

Job Information

Hiring Company

[Hewlett-Packard Japan, Ltd.](#)

Job ID

1501214

Industry

Hardware

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Koto-ku

Train Description

Hanzomon Line, Sumiyoshi Station

Salary

Negotiable, based on experience

Refreshed

December 19th, 2024 02:00

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

Technical Solution Consultant

This role has been designated as 'Remote/Teleworker', which means you will primarily work from home.

Who We Are:

Hewlett Packard Enterprise is the global edge-to-cloud company advancing the way people live and work. We help companies connect, protect, analyze, and act on their data and applications wherever they live, from edge to cloud, so they can turn insights into outcomes at the speed required to thrive in today's complex world. Our culture thrives on finding new and better ways to accelerate what's next. We know diverse backgrounds are valued and succeed here. We have the flexibility to manage our work and personal needs. We make bold moves, together, and are a force for good. If you are looking to stretch and grow your career our culture will embrace you. Open up opportunities with HPE.

Job Family Definition:

Customer Solution Centers are made up of teams that provide remote (offsite) service; customer access, pre-sales, post-sales, and service delivery. Technical teams focus is to solve various business systems and applications problems for customers, onsite engineering personnel and Authorized Service Providers on standard, specialized or complex systems.

Management Level Definition:

Unique mastery and recognized authority on relevant subject matter knowledge including technologies, theories and techniques. Contributes to the development of innovative principles and ideas. Successfully operates in the most complex disciplines, in which the company must operate to be successful. Provides highly innovative solutions. Leads large, cross-division functional teams or projects that affect the organization's long-term goals and objectives. May participate in cross-division, multi-function teams. Provides mentoring and guidance to lower level employees. Routinely exercises independent judgment in developing methods, techniques and criteria for achieving objectives. Develops strategy and sets functional policy and direction. Acts as a functional manager within area of expertise but does not manage other employees as a primary job function.

Responsibilities:

- Successfully resolve technical issues (hardware and software) from incoming internal or external businesses and end user's contacts and proactive notification systems.
- Respond to service, product, technical, and customer- relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement (warranty through mission-critical).
- Proactively assist internal or external businesses and end users to avoid or reduce problem occurrence.
- Ability to lead large, cross- divisional teams or projects. Ability to act as a mentor, guide and leader to other employees.
- Ability to recommend, develop and participate in developing strategy.
- Ability to act independently, as part of a team or as a team leader and exercise independent judgment.
- Ability to articulate clearly, recommend and explain resolutions to external customers/clients.
- Understand, utilize and share knowledge of ITIL.
- Represent the company in a face to face customer location visit, industry conference/trade show, vendor meeting, etc.
- Partners regularly with the Sales Pursuit team.

Required Skills**Education and Experience Required:**

- Advanced University degree: post-graduate degree (i.e., Master of Arts/Science, MBA, etc.). Typically 1-2 year completion beyond first level University degree. or equivalent experience.
- 7+ years experience in relevant technologies and customer environments.
- Relevant industry qualification where applicable.

Knowledge and Skills:

- Excellent verbal and written communication skills in language to be supported.
- Advanced troubleshooting skills in a technical environment.
- Excellent analytical and problem solving skills.
- Advanced Software and hardware knowledge of computing, storage and peripheral devices.
- Specific knowledge and training with the company's products.
- Advanced proficiency with case management databases and tools.
- Superior customer service skills.
- Phone and remote support experience. E-support experience, knowledge and resolution ability.
- Ability to solve and document solutions for usage of other technicians and customers.
- Ability train peers and new agents on job related material.
- Ability to take full ownership for resolution with escalated customers.
- Ability to initiate and lead technical action plans.
- Lead or provide expertise to cross-functional teams or projects.
- Exceptional depth of knowledge on one or more highly complex solutions.

#japanexperienced
#LI-Hybrid

Additional Skills:

Accountability, Accountability, Action Planning, Active Learning (Inactive), Active Listening, Bias, Business Growth, Business Planning, Coaching, Commercial Acumen, Creativity, Critical Thinking, Cross-Functional Teamwork, Customer Experience Strategy, Customer Solutions, Data Analysis Management, Data Collection Management (Inactive), Data Controls, Design Thinking, Empathy, Follow-Through, Growth Mindset, Intellectual Curiosity (Inactive), Long Term Planning, Managing Ambiguity {+ 5 more}

What We Can Offer You:**Health & Wellbeing**

We strive to provide our team members and their loved ones with a comprehensive suite of benefits that supports their

physical, financial and emotional wellbeing.

Personal & Professional Development

We also invest in your career because the better you are, the better we all are. We have specific programs catered to helping you reach any career goals you have — whether you want to become a knowledge expert in your field or apply your skills to another division.

Diversity, Inclusion & Belonging

We are unconditionally inclusive in the way we work and celebrate individual uniqueness. We know diverse backgrounds are valued and succeed here. We have the flexibility to manage our work and personal needs. We make bold moves, together, and are a force for good.

Company Description