



## PR/086792 | Customer Support Engineer(f/m/d)

### Job Information

**Recruiter**

JAC Recruitment Germany

**Job ID**

1506416

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Germany

**Salary**

Negotiable, based on experience

**Refreshed**

November 26th, 2024 10:11

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### COMPANY OVERVIEW

A Japanese independent IT company that provides software products and solutions, with a particular strength in development support tools.

Their goal is to help companies and users succeed based on their philosophy of "Helping the world."

They provide a variety of solutions to improve digital operations in a wide range of industries and occupations by proactively incorporating no-code and low-code technologies that enable system construction without IT expertise and software development support tools that have sold a cumulative total of 1.2 million licenses. They also have more than 30 years of experience in providing business systems that support school management, which have been introduced in more than 3,600 private schools nationwide, and business systems for nursery schools and other social welfare facilities.

#### JOB RESPONSIBILITIES

As a Customer Support Engineer, you will be responsible for responding to customer inquiries regarding the company's

component products based on the JavaScript .NET development language.

You will be responsible for providing technical support to German and European customers for development support tools sold globally.

- **Technical Support:**

The Technical Support Manager is responsible for providing technical support to customers in Germany and Europe for development support tools that are sold globally.

- **Self-support online content creation:**

Analyzes customer inquiries and creates, posts, and publishes samples and content for FAQs and forums to support self-help.

- **Internal feedback:**

Provide feedback to the sales team, development department, etc. on customer inquiries and product issues and requests obtained from web conferences and face-to-face meetings (for further localization of products) and provide solutions to customer issues as a support engineer.

## Points of Attraction

### Vision for Germany

-The company's vision is to be of service to the world. Their mission is to strengthen marketing, sales, support, planning and development for the further development of Europe and its developers, where DX is making remarkable progress.

-As a second founding member in Europe, you will join our team during the period of corporate transformation, when we will incorporate the company in the next fiscal year.

-As a start-up company, you will have the opportunity to use your experience in a wide range of areas.

-You will be able to work in a global environment, collaborating with team members in Japan, the U.S., and other countries. (English is the main language used in the company, but Japanese is also acceptable.)

## JOB REQUIREMENTS

•COMPETENCY ("Must") \*Must meet all of the following requirements

-Minimum 3 years (5-15 years is preferred) of experience in business application development (implementation experience in new, modification, maintenance, etc.) for enterprises.

-Business level English / German (either one is required)

-Ability to read and understand internal documents and materials written in English and German.

-Experience in explaining and assisting users, etc. with operations and operational methods, etc.

## BENEFITS

- Paid vacation 30 days

- Working hours: 40 hours/week

※During the start-up period, employees are required to come to work, but after stabilization, hybrid work can be considered.

- Working hours: 8:00-17:00

※Flexible depending on the availability of tasks.

- Full-time employment

- Bonus paid
- Flex Time system
- Transportation expenses not included
- Location: Düsseldorf

Apply online or feel free to contact me directly for more information about this opportunity.

#LI-JACDE

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Company Description