



PR/108789 | Sr. Software Support Specialist

Job Information

Recruiter[JAC Recruitment India](#)**Job ID**

1511102

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

December 17th, 2024 12:46

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

The individual will directly engage with customers to troubleshoot issues, manage cases, and ensure timely resolutions. In addition to case handling, the support specialist will lead technical projects, including server migrations and version rollouts, collaborating with client cross-functional teams such as IT, Engineering, and Operations to ensure seamless implementation.

Job Responsibilities:

- Serve as the main contact for technical support cases, engaging directly with customers, vendors, and resellers via phone and email, providing prompt and professional service.
- Take full ownership of assigned cases, managing all troubleshooting activities and guiding customers in gathering necessary information for resolution.
- Resolve advanced technical issues in company software, primarily on Microsoft OS platforms.
- Coordinate effectively across teams to address and resolve complex cases while maintaining high service standards.

- Lead technical projects (e.g., server migrations and version rollouts) by identifying infrastructure requirements, coordinating with customer teams, and independently performing application-side tasks from initiation to completion.
- **Develop proficiency in SQL Server Administration, T-SQL scripting, and VBA scripting as needed.**
- Create and document detailed solutions for technical issues, ensuring clear communication of technical solutions.

Qualifications:

- **Minimum of 5 years of experience in a technical support role** , with a proven track record of independently resolving complex cases.
- Expertise in taking full case ownership, with hands-on troubleshooting skills and the ability to guide customers effectively.
- Advanced proficiency in performance, network, and software **troubleshooting on Windows Client and Microsoft Server OS environments.**
- Familiarity with **Active Directory, Group Policy, and TCP/IP networking** .
- Exemplify patience, empathy, and clear communication, particularly in high-stress or high-priority situations
- Strong communication, documentation, and organizational skills, with an emphasis on detail-oriented case follow-through.
- Excellent customer service approach, balancing technical expertise with a collaborative attitude.

Company Description