



Help Desk Support/ヘルプデスク・サポート5million and above

IT業界でのキャリアアップをサポートします！

Job Information

Recruiter

Fidel Consulting KK

Job ID

1526424

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 9 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 6 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

Responsibilities

For business companies

- Telephone support for inquiries regarding system (hardware, software, network) usage and malfunctions
- Unmanned service using AI chatbots
- Actively disseminating information using tools (disseminating useful functions, publishing FAQs, providing emergency information, etc.)
- Evaluation through questionnaire survey (requests, issues, expectations) Information gathering and planning/implementation of improvement measures
- In the case of outsourcers

Setting productivity indicators (KPIs, SLOs), performance analysis, and improvement instructions

- Analyzing incidents, considering solutions, and issuing instructions for implementing measures

- Negotiating and reviewing the contents of the outsourcing contract, and concluding the contract
- Within the company/group

Gathering information on new systems and changes

- Escalation when outsourcers are unable to respond or when there are multiple inquiries regarding defects
- Feedback of survey results, planning and implementation of improvement measures, and progress management
- others

Planning, construction and operation of call center systems such as generative AI chatbots/voicebots/CRM/PBX/sentiment analysis

Planning, construction and operation of store equipment procurement systems

Responsibilities:

For business companies

- Telephone support service for inquiries about system usage and malfunctions (hardware, software, network)
- Unmanned response service using AI chatbot
- Active information dissemination using tools (dissemination of useful functions, FAQ publication, emergency information provision, etc.)
- Evaluation (requests, issues, expectations) information collection through questionnaire surveys and improvement measures planning and execution

For outsourcers:

- Setting productivity indicators (KPIs and SLOs) and performance analysis; Instructions for improvement
- Incident analysis and discussion of solutions; Instructions for implementing measures
- Negotiations and review of outsourcing contract contents and contract conclusion

Within the company and within the group

- Collecting information on new systems or changes
- Escalating when outsourcers are unable to respond or when there are multiple inquiries about defects
- Feedback on survey results and planning and requesting implementation of improvement measures and managing progress

Others

- Planning, building and operating call center systems such as generative AI chatbots/voicebots/CRM/PBX/emotion analysis
- Planning, building and operating store equipment procurement systems

Required Skills

Qualifications

- People with knowledge and interest in the introduction and operation of the latest call center technologies and services
- Experience in project planning, execution, and operation
- Emphasis on teamwork and have communication skills to work cooperatively to accomplish tasks.
- Those who have general information analysis skills and can develop logical reasoning

Preferred Qualifications

- Project manager experience
- System engineer experience
- Call center manager experience

Japanese ability: Native level Japanese, business level English

Qualifications:

- Have knowledge and interest in the introduction and operation of the latest call center technologies and services
- Have practical experience in project planning, execution, and operation.
- Emphasis on teamwork and have acquired communication skills to cooperate in the execution of work.
- Have general information analysis skills and can develop logical reasoning

Preferred Qualification:

- Experience as a project manager
- Experience as a systems engineer
- Experience as a call center manager

Japanese Languages :Native level japanese required and business level english

