

# MichaelPage

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## End User Support at Leading IT Company

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#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1526536

**Industry**

Internet, Web Services

**Job Type**

Contract

**Location**

Tokyo - 23 Wards

**Salary**

3.5 million yen ~ 4 million yen

**Refreshed**

March 12th, 2025 18:15

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

We're seeking a dedicated End User Support specialist to offer excellent customer service and resolve technical issues. The ideal candidate is comfortable working in a customer service department and possesses a strong customer service background.

**Client Details**

Our client is a large organization in the IT outsourcing industry. They are recognized for their customer-centric focus and robust technological solutions.

**Description**

- Provide excellent customer service to end users.
- Resolve technical issues related to the company's products and services.
- Collaborate with the customer service team to enhance service delivery.
- Document and report customer feedback to the relevant teams.
- Contribute to team effort by achieving related results as needed.

**Job Offer**

- Opportunity to work in a large organization in the heart of Tokyo
- Work culture that values teamwork and innovation.
- The chance to be part of a dynamic and growing industry.

We invite talented and dedicated individuals seeking to make a difference in the industry to apply.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

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## Required Skills

A successful End User Support should have:

- A strong background in a customer service environment.
  - Excellent problem-solving skills.
  - High business Japanese (both written and spoken)
  - High business English (both written and spoken)
  - Able to start working soon
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## Company Description

Leading IT outsourcing company.