![CareerCross by JAC Recruitment]

![Michael Page — www.michaelpage.co.jp]

L1 Technical Support

L1 Technical Support

Job Information

Recruiter
Michael Page

Job ID
1526589

Industry
Software

Job Type
Temporary

Location
Tokyo - 23 Wards

Salary
3.5 million yen ~ 4.5 million yen

Refreshed
March 13th, 2025 16:12

General Requirements

Career Level
Mid Career

Minimum English Level
Daily Conversation

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Global Tech company is looking for L1 technical support who can provide basic knowledge of infra, technical support to client in Japanese and English.

Client Details

This client is a specialized division focused on digital transformation, blending design, engineering, and data-driven strategies to enhance customer experiences. They work across various industries, offering tailored solutions that emphasize innovative design thinking, technological integration, and deep analytics.

Description

- Respond to customer inquiries via text, phone, email, and online channels, providing prompt and professional technical support.
- Act as the first point of contact for customers, offering basic troubleshooting and assistance with technical issues.
- Accurately identify, document, and resolve customer issues and product-related problems to ensure customer satisfaction.
- Recognize and escalate urgent or complex customer situations to the appropriate management or Backline support teams for timely resolution.

- Complete Knowledge Centered Service (KCS) training to become a licensed publisher and actively contribute to the development of the company's knowledge base.
- Participate in team projects aimed at maintaining data integrity and improving the quality and usefulness of the knowledge base.

Job Offer

- Open culture and job rotation available to enable internal career development
- Competitive salary and benefits package
- Opportunity for growth and advancement within the company
- Collaborative and supportive team environment
- Flexible work schedule and work-life balance

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ayaka Iwaki at +81 3 6832 8658.

Required Skills

- Able to work independently or as part of a team, maintaining a courteous, motivated, and professional attitude.
- Demonstrated ability to exceed customer expectations with exceptional customer service skills.
- Excellent verbal and written communication, with a focus on effective customer handling.
- Familiar with troubleshooting, analysis, and debugging techniques to resolve technical issues.
- Experience with OSX or Linux operating systems and related support technologies/products.
- Knowledge of DHCP, DNS, Active Directory (AD), APIPA, and Firewalls.

Company Description

This client is a specialized division focused on digital transformation, blending design, engineering, and data-driven strategies to enhance customer experiences. They work across various industries, offering tailored solutions that emphasize innovative design thinking, technological integration, and deep analytics.