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 IDEMIA

Client Integration & Support Engineer

Job Information

Hiring Company
IDEMIA Japan K.K.

Subsidiary
IDEMIA JAPAN

Job ID
1528030

Industry
System Integration

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Shibuya-ku

Salary
6.5 million yen ~ 8.5 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Salary Commission
Commission paid on top of indicated salary.

Refreshed
April 23rd, 2025 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Native

Minimum Education Level
Post Grad Degree (PHD/MBA etc)

Visa Status
Permission to work in Japan required

Job Description

- To assist the Regional Director of Sales in promoting the capabilities of the IDEMIA products and solutions during customer meetings.
    - Answer technical questions and highlight IDEMIA's key differentiators.

- Participate in demonstrations to show how the IDEMIA products and solutions can fulfil the customers' requirements.

- Provide support on the IDEMIA Biometric devices to our partners and system integrators during all stages of a proof of concept.
    - Fully understand the requirements for the proof of concept.
    - Support the partner/systems integrator with the setup of IDEMIA products & solutions prior to the start of the proof of concept.
    - Be the main technical contact on the IDEMIA products & solutions during the proof of concept.
    - Attend regular meetings with the system integrator to understand the progress of the proof of concept.

- Assist the Director of Sales in defining the best product fit and solution architecture to meet the customer requirements for key projects.
    - Collaborate with the partner, SI and customer to fully understand their requirements.
    - Present the proposed solution to the partner, SI & Customer and answer technical questions around the proposed solution.

- Act as the technical Voice of the Customer to identify and articulate key evolutions of IDEMIA products & solutions to Product Management
- Develop awareness of competitor products and positioning, provide to Product Management product evolutions required to meet market demands and market evolutions
- In close cooperation with Client Integration & Support Manager APAC & India and Regional Sales Director, keep track to final resolution of technical issues which impact customer operations.
- Provide weekly & monthly reports of activities to the Client Integration & Support Manager APAC & India.

Required Skills

- 2 to 5 years of relevant experience in a technical position with a strong customer focus/interaction.
- Master's degree (IT/Electronics Engineer) preferred or equivalent work experience.
- Experience of Physical & Logical Access Solutions would be an advantage.
- Experience of working with Linux would also be an advantage.
- Good understanding of English (Written & Spoken).
- Possess strong problem-solving skills and a proven ability to communicate issues and solutions.
- Be proactive to identify and anticipate client (end user customers/system integrators) needs and make recommendations for implementation.
- Able to work under pressure
- Demonstrated verbal (including presentation in person and remote) and writing communication as well as excellent listening skills.
- Have experience in working collaboratively with business partners to effectively resolve problems
- Be self-directed and self-motivated as well as accountable for results.
- Excellent organization and time management skills which includes planning, organizing, and prioritizing with attention to detail;
- Able able to understand and manage conflicting priorities.
- Able to build trusting relationships in order to gain support and achieve results, at all levels of the Organization; must be able to Work in a team environment and to partner/interface with peers, sales staff and field technicians
- Proficient in Microsoft Word, Excel and PowerPoint.
- Be available and willing to travel.
- Have ability to submit accurate and timely reports as needed

Company Description