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Customer Support Engineer

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Job Information

Recruiter
[Michael Page](#)
Job ID

1529094

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 60 million yen

Refreshed

March 26th, 2025 10:20

General Requirements

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

Seeking an experienced L2/L3 Application Support Engineer to join a global support team, focusing on resolving technical issues for customers across Japan and the APAC region. This is a customer-support role using ServiceNow, requiring fluent Japanese and offering the flexibility of remote work.

Client Details

A global software company specializing in cloud-based quality and compliance solutions for highly regulated industries such as life sciences, pharmaceuticals, and manufacturing. With a strong international presence, the company supports organizations in streamlining their operations and meeting regulatory standards through innovative enterprise software.

Description

- Provide L2/L3 technical support for enterprise applications, primarily supporting customers in Japan and across the APAC region.
- Troubleshoot and resolve complex software issues using a ticketing system (ServiceNow), ensuring timely and accurate resolution.

- Act as a main point of contact for customer inquiries, delivering high-quality, customer-focused support in Japanese and English.
- Collaborate with global support teams and escalate issues to development or senior engineers when necessary.
- Conduct root cause analysis, document solutions, and contribute to internal knowledge base content.
- Support system upgrades, installations, and post-deployment troubleshooting as needed.
- Create and maintain technical documentation and reports in both English and Japanese.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Lisa Es-Saadi at +81 3 6832 8926.

Required Skills

- 3-5+ years of experience in L2/L3 application support or a similar technical support role.
 - Strong troubleshooting skills and experience working with ticketing systems (e.g., ServiceNow).
 - Fluent or native-level Japanese, with effective communication skills in English.
 - A customer-first mindset with the ability to handle technical inquiries in a professional, solution-oriented manner.
 - Experience working in a global support environment and collaborating with remote teams across different time zones.
 - Familiarity with database systems (e.g., SQL), enterprise applications, or cloud-based platforms is a plus.
 - Self-motivated, adaptable, and comfortable working in a remote or hybrid work setting.
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Company Description

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