Michael Page   www.michaelpage.co.jp

Technical support

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Job Information

Recruiter
Michael Page

Job ID
1533877

Industry
Internet, Web Services

Job Type
Temporary

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 5 million yen

Refreshed
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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

Our client, a global leader in e-commerce and digital services, is looking for dedicated technical support professionals to provide not only for technical support but also analytics for client's business.

Client Details

Our client is global technology company, known for its e-commerce platform, online banking, digital content, and telecommunications services.They operates in multiple countries, so understanding cultural differences and multilingual support might be beneficial.

Description

- Skilled in creating clear and comprehensive training materials and user manuals.
- Experienced as a trainer for IT products and services, empowering users with knowledge.
- Proficient in providing Tier 1 technical support for IT products and services, ensuring smooth user experiences.
- Basic knowledge of web development using HTML and JavaScript.
- Hands-on experience with tools like Google Analytics and Adobe Analytics to perform web analysis.

Job Offer

- A dynamic, energetic working environment with good work/life balance
- 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

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

- Experienced in analyzing and validating site/app performance using Adobe Analytics or Google Analytics.
- Skilled in assessing website performance through log analysis using SQL queries.
- Good communication skill in Japanese and English.

Company Description

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