



Bilingual Technical Support

募集職種

派遣会社

ランスタッド株式会社 プロフェッショナル事業本部

採用企業名

Leading financial holding company

求人ID

1474906

業種

インターネット・Webサービス

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 多数

雇用形態

紹介予定派遣

勤務地

東京都 23区

給与

500万円 ~ 750万円

更新日

2024年06月22日 02:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 常時英語)

日本語レベル

流暢

最終学歴

大学卒: 学士号

現在のビザ

日本での就労許可が必要です

募集要項

Our client is the No.1 Online Travel Agency in Japan.

They provide services in leisure and also business travelers a variety of accommodation choices to meet all of their travel needs. Their mission is to provide quality experience to the travelers. Their tech-team develop, operate, and maintain a large-scale platform that contributes over 1 trillion yen.

As a communication hub, Tech-support handles various inquiries from internal staff and external partners about the technical/product specifications or operations accurately and promptly. Diagnose and troubleshoot the product issues by analyze source code and data in the situation that new features are implemented every weeks.

Contribute to offer best experience to customers/partners by feedback the voice of customers to development and product management teams.

Responsibilities

- Understand customers' situation and be responsible to handles the inquiries
- Be passionate and have motivation to offer the best values to the customers and partners as service provider
- Quickly adapt new technology or architecture and proactive to get the new knowledge technology skills
- Always see the big picture of the things, be flexible and make effort spontaneously in any situation.
- Maintenance and operation internal FAQ
- Track computer system issues through to resolution, within agreed time limits
- Communicate and coordinate with customers and partners
- Prepare accurate and timely reports
- Analyze logs, system operation including data update or account creation
- Improve operation process to reduce the time of inquiries or issues itself with PDCA cycle

スキル・資格

- BSc/BA in Computer Science, Engineering or related field or background in software engineering
- Properly escalate issues to appropriate internal teams and external partners
- Prioritize and manage several open issues by judging situations appropriately
- Collect and analyze inquiries from customers, stakeholders and other teams to propose best solutions
- Excellent communication skills in any situations
- Proficient in English and Japanese

会社説明