

MichaelPage

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L1 Technical Support

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募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1526589

業種

ソフトウェア

雇用形態

派遣

勤務地

東京都 23区

給与

350万円 ~ 450万円

更新日

2025年03月13日 16:12

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

ビジネス会話レベル

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

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.

スキル・資格

- 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.
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会社説明

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