



Client Integration & Support Engineer

募集職種

採用企業名

アイデミア・ジャパン株式会社

支社・支店

IDEMIA JAPAN

求人ID

1528030

業種

Sier・システムインテグレーター

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 少数

雇用形態

正社員

勤務地

東京都 23区, 渋谷区

給与

650万円 ~ 850万円

ボーナス

固定給+ボーナス

歩合給

固定給+歩合給

更新日

2025年04月23日 00:00

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: 75%程度)

日本語レベル

ネイティブ

最終学歴

大学院卒 : 修士号/博士号

現在のビザ

日本での就労許可が必要です

募集要項

- 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.
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スキル・資格

- 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
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会社説明