CareerCross by JAC Recruitment

Help Desk Support/ヘルプデスク・サポート5million and above

> **IT業界でのキャリアアップをサポートします！**

募集職種

人材紹介会社
フィデル・コンサルティング株式会社

求人ID
1529196

業種
ITコンサルティング

雇用形態
正社員

勤務地
東京都 23区

給与
500万円 ~ 900万円

更新日
2025年03月27日 13:25

応募必要条件

職務経験
6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

日本語レベル
ネイティブ

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

Responsibilities

For business companies

- Telephone support for inquiries regarding system (hardware, software, network) usage and malfunctions
- Unmanned service using AI chatbots
- Actively disseminating information using tools (disseminating useful functions, publishing FAQs, providing emergency information, etc.)
- Evaluation through questionnaire survey (requests, issues, expectations) Information gathering and planning/implementation of improvement measures
- In the case of outsourcers

Setting productivity indicators (KPIs, SLOs), performance analysis, and improvement instructions

- Analyzing incidents, considering solutions, and issuing instructions for implementing measures

- Negotiating and reviewing the contents of the outsourcing contract, and concluding the contract
- Within the company/group

Gathering information on new systems and changes

- Escalation when outsourcers are unable to respond or when there are multiple inquiries regarding defects
- Feedback of survey results, planning and implementation of improvement measures, and progress management
- others

Planning, construction and operation of call center systems such as generative AI chatbots/voicebots/CRM/PBX/sentiment analysis
Planning, construction and operation of store equipment procurement systems

Responsibilities:

For business companies

- Telephone support service for inquiries about system usage and malfunctions (hardware, software, network)
- Unmanned response service using AI chatbot
- Active information dissemination using tools (dissemination of useful functions, FAQ publication, emergency information provision, etc.)
- Evaluation (requests, issues, expectations) information collection through questionnaire surveys and improvement measures planning and execution

For outsourcers:

- Setting productivity indicators (KPIs and SLOs) and performance analysis; Instructions for improvement
- Incident analysis and discussion of solutions; Instructions for implementing measures
- Negotiations and review of outsourcing contract contents and contract conclusion

Within the company and within the group

- Collecting information on new systems or changes
- Escalating when outsourcers are unable to respond or when there are multiple inquiries about defects
- Feedback on survey results and planning and requesting implementation of improvement measures and managing progress

Others

- Planning, building and operating call center systems such as generative AI chatbots/voicebots/CRM/PBX/emotion analysis
- Planning, building and operating store equipment procurement systems

スキル・資格

Qualifications

- People with knowledge and interest in the introduction and operation of the latest call center technologies and services
- Experience in project planning, execution, and operation
- Emphasis on teamwork and have communication skills to work cooperatively to accomplish tasks.
- Those who have general information analysis skills and can develop logical reasoning

Preferred Qualifications

- Project manager experience
- System engineer experience
- Call center manager experience

Japanese ability: Native level Japanese, business level English

Qualifications:

- Have knowledge and interest in the introduction and operation of the latest call center technologies and services
- Have practical experience in project planning, execution, and operation.
- Emphasis on teamwork and have acquired communication skills to cooperate in the execution of work.
- Have general information analysis skills and can develop logical reasoning

Preferred Qualification:

- Experience as a project manager
- Experience as a systems engineer
- Experience as a call center manager

Japanese Languages :Native level japanese required and business level english