



Skytz Consulting

Manager Technical Support (m/w/x)

- Company: International online video platform
- Location: Remote (preferably located in Japan), no travel activities required
- Employment type: full-time

Our client is looking for a Manager Technical Support (m/f/d) as soon as possible. We are looking for someone who is passionate about providing efficient and accurate technical assistance to a growing customer base of online video publishers. The right candidate is a highly motivated person with experience managing global technical support teams in a customer-facing role. Candidates must have an experienced technical background, a working understanding of web-based technologies, and enthusiasm for customer success.

Your tasks

- Lead a multilingual team of 6+ technical customer service engineers.
- Foster a customer- and employee-centric team culture.
- Provide coaching, mentoring, and feedback to meet technical needs.
- Drive employee development and succession planning with clear goals and PIPs.
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- Liaise with senior management on cross-functional responsibilities

Your profile

- Bachelor's degree (preferably in Computer Science).
- 8+ years in customer-facing roles with 3+ years in team management, ensuring SLA adherence.
- Proven track record in improving customer satisfaction through global strategic initiatives.
- Experience managing enterprise relationships and resolving technical issues.
- Flexible, detail-oriented, and organized with strong multitasking abilities.
- Fluent in native Japanese and business-level English, with a strong customer focus.
- Skilled in online technical troubleshooting and understanding of internet technologies (browsers, networking, firewalls, proxy servers).
- Proficient in web technologies, including HTML, CSS, and JavaScript.

Our client offers you

- Interesting tasks in a globally active, future-proof group of companies
- Very attractive salary package and additional contractual conditions
- Flexible working hours
- A wide range of offers for your ongoing professional and personal training

Contact details: Philipp Hoffschroer, +1 307-429-0181, applications@skytz-consulting.com

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