



JOB TITLE: Customer Support Engineer- Japan

DEPARTMENT: Customer Support

REPORTS TO: Vice President- Customer Support

EFFECTIVE DATE: 05/01/2019

Summary: The Customer Support Engineer will participate in customer support activities primarily for the Japanese market. The candidate will handle the large existing accounts and new potential clients, especially on the engineering and quality side for their technical questions. The ideal candidate should be self-motivated, well-organized, and capable of independently-learning technically complex systems.

DUTIES AND RESPONSIBILITIES:

- Maintain close contact and follow up with customers for engineering and quality needs.
- Manage customer expectations
- Highly visible customer service through the performance of on-site installation, as well as overseeing any necessary troubleshooting, service, and repair of complex M2M and RFID systems.
- Help facilitate customer code design and implement Quake code on Linux OS.
- Other duties as assigned.

QUALIFICATIONS:

- Self-starter; motivated, team focused, customer facing, and results driven.
- Highly technical problem solver who understands system architecture, hardware and software interaction.
- Application Development experience (C++ and/or Linux)
- Familiarity with terrestrial and satellite networks.
- Experience with M2M modems using 2G/3G/LTE communication.
- High analytic skills and out-of-the-box thinker.
- Self-motivated, driven and committed to exceed customer expectations.
- 3 to 5 years customer support and relationship management.
- Comfortable discussing a wide array of products and technologies, and at ease interacting with highly trained technology professionals.
- Great communication skills with superior listening skills.

- Developed problem-solving and negotiation skills.
- Strong organizational and time management skills.
- Strong ability to remain positive and optimistic in high pressure situations.

EDUCATION AND/OR EXPERIENCE:

- Experience as a customer support engineer including software and hardware trouble shooting.
- 4 Year engineering degree, Graduate degree a plus.

LANGUAGE SKILLS:

- Proficient in both English and Japanese.

TRAVEL:

- The position requires up to 15% overseas travel.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives;
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.