IAR Systems Japan, Customer Success Technical Specialist

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Company name
IAR Systems K.K.

Job description
Customer Success Technical Specialist – IAR Systems Japan

IAR Systems is looking for a Customer Success Technical Specialist (CSTS) to support customers and ensure long-term success with IAR’s tools and services

Working within the Commercial Organization, you will collaborate closely with Sales, Solution Engineering, and support teams to resolve technical cases and in

Location: Tokyo, Japan
Company: IAR Systems

Key Responsibilities

- Act as the first point of contact for installation, licensing, and compliance cases
- Diagnose technical issues and resolve them or coordinate handover to engineering and support teams
- Guide customers through onboarding and setup processes
- Support customers in configuring environments including CI/CD pipelines, virtual machines, and containerized setups
- Provide clarity on licensing usage and compliance
- Generate customer success reports and identify opportunities to improve customer outcomes

Qualifications

- Minimum 3 years of experience in a customer-facing role within the software industry (SaaS experience is a plus)
- Experience handling technical customer cases and coordinating solutions across teams
- Strong written and verbal English communication skills

- Experience using ticketing systems or CRM tools
- High level of computer literacy

Exposure to areas such as command-line tools, CI/CD workflows, software development processes, or embedded tools is advantageous.

About IAR Systems
Founded in 1983 in Uppsala, Sweden, IAR Systems provides world-leading software and services for embedded development and embedded security. Our sol

With offices in 13 locations globally, IAR supports customers around the world with innovative embedded development solutions.

Application
If you would like to apply for this position, please send your CV to: emily.soejima@qt.io

Email
emily.soejima@qt.io