

# 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](mailto:emily.soejima@qt.io)

### **Email**

[emily.soejima@qt.io](mailto:emily.soejima@qt.io)