



CHENG & TSUI

"Bringing Asia to the World"™

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chengtsui.co

Bilingual (English/Japanese) Digital Support Associate

Cheng & Tsui is an award-winning international publisher of educational materials in Asian languages and cultures for the K-12 and higher education markets. Established in 1979 and based in Boston, we are the market leader in U.S. Chinese language education. Our mission is to help foster the development of curious and open-minded global citizens through our educational publications.

We are seeking a bilingual **Digital Support Associate** to join our dynamic, cross-functional team. The **Digital Support Associate** will report to the Manager, Digital Product. The ideal candidate will be technologically savvy with PC, MAC, and mobile software applications, be analytical and data-driven, champion customer experience, and have a love for world language and culture education.

Responsibilities

- Service customers in a timely manner through our helpdesk ticket system to troubleshoot or support digital application issues
- Onboard new customers in coordination with the sales team by
 - disseminating and administering licenses
 - rostering and provisioning users
 - presenting individual and small-group training webinars
- Administer content within our online learning platform by digitizing and formatting language-learning materials and performing ad hoc data entry tasks
- Test and verify digital content to assure quality and production readiness prior to release dates
- Proactively identify and suggest areas for change or improvement
- Continually improve technical skills and display aptitude for new tasks
- Develop and maintain understanding of latest industry trends in the digital learning space.
- Perform other duties as needed and requested

Required Qualifications

- Bachelor's degree
- Native or near-native proficiency in Japanese
- Familiarity with and comfort using Google Suite, preferably including intermediate knowledge of Google Sheets (formulas, pivot tables, and data visualization)
- Experience with CSS and HTML
- Excellent organizational skills, strong attention to detail, accuracy, and quality
- Clear and courteous communicator both in oral and written forms
- Experience working collaboratively and flexibly on multiple concurrent projects

Preferred Qualifications

- Experience with LMS administration or management
- 1+ years of digital application or IT support experience
- Intermediate knowledge of Python

- Mandarin Chinese reading and writing skills a plus
- Experience in language education or education technology
- Strong interest in Asian languages and cultures

We are an Equal Opportunity Employer. We offer a 401K plan, health, dental, life and disability. Salary and title commensurate with experience.

TO APPLY: Please email résumé and cover letter with details on how your skills and experience match the duties listed above to careers@cheng-tsui.com. Include **Digital Support** in the subject line.
