

## Job Detail

Senior Level

Position Title	[Working in Tokyo] Global environment/Nearly 50% are foreign nationals [Senior Support Consultant]
Recruiter Company	Hi-Tech Japan K.K.
Company Name	Company name is private
Activated / Updated	2024-04-01 / 2024-04-10
Job Type	IT (Other) - Customer Support Engineer IT (Other) - IT Help Desk IT (Other) - Other
Industry	System Integrator
Location	Asia Japan Tokyo
Job Description	<b>【Job Summary】</b> <ul style="list-style-type: none"><li>• Addressing incidents, problems, and service requests as part of application maintenance</li><li>• Follow service level agreement (SLA)</li><li>• Manage and deliver scheduled application tasks</li><li>• Troubleshooting application issues</li><li>• Collaborate with cross-functional teams to resolve issues</li><li>• Quick response to site users</li><li>• Provide daily updates and detailed information on incidents, problems, and tasks</li></ul>
Company Info	<p>We are a Japanese subsidiary of a global IT vendor headquartered in the United States. We are developing new services for major carriers by combining cloud, IoT, and AI technologies with mobile-based services.</p> <p><b>【Company culture/office atmosphere】</b> As we are a Japanese subsidiary of a global company, we have established a merit-based evaluation system that allows employees to be promoted based on their performance, regardless of age or past experience. Approximately 50% of the Japanese corporation is foreign nationals, creating a lively work environment.</p> <p><b>【Countermeasures against passive smoking】</b> No smoking inside the facility</p>
Working Hours	Flextime system 9:00~18:00 8 hours of actual work/1 day ■Regular working hours 8 hours, break 60 minutes ■Flextime system available (core time 10:00-15:00)
Qualifications	<b>【Requirements】</b> <ul style="list-style-type: none"><li>• Japanese language ability above N1 level</li><li>• English proficiency above business level</li><li>- 5-8 years of experience in application support and expansion projects</li></ul> <p><b>【Welcomed Skills】</b></p> <ul style="list-style-type: none"><li>• Experience with Werum PAS-X products</li><li>• Domain knowledge of pharmaceutical manufacturing</li><li>- Ability to troubleshoot interface issues in ERP and other critical interface applications.</li><li>• Experience working in a Citrix environment</li><li>• Knowledge of pharmaceutical GxP composition and development</li></ul> <p><b>【We are looking for...】</b></p> <ul style="list-style-type: none"><li>• Those who desire self-growth</li><li>• Those who want to develop their career and skills</li></ul>
English Level	Business Conversation Level (TOEIC 735-860)

Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 8000K - JPY 9500K
Salary Description	<p>Health insurance, welfare pension insurance, employment insurance, workers' compensation insurance</p> <p>&lt;Supplementary information on each allowance/system&gt;  Social insurance: ■ Fully equipped with social insurance</p> <p>&lt;Education system/qualification assistance supplement&gt;  New employee training, technical training, OJT, e-learning, qualification acquisition support system, PM/Architect community</p> <p>&lt;Other supplements&gt;  *We have adopted work regulations that comply with Japanese laws and customs, and we also offer a full range of welfare benefits.  ■Business trip allowance  ■Private clothes allowed (*office casual)  ■Available for use of social insurance union resorts</p>
Holiday Description	Five-Day Workweek Paid Holidays
Job Contract Period	Full-time employment
Nearest Station	<p>【Access】  6 minutes walk from Tokyo Metro Hanzomon Line "Hanzomon" station  4 minutes walk from Tokyo Metro Yurakucho Line "Kojimachi" Station  9 minutes walk from Nagatacho Station on the Tokyo Metro Hanzomon Line, Yurakucho Line, and Namboku Line</p> <p>【Work Locations】  • Depending on the project, you will work at Kanausaki in Tokyo.  *There will be no transfers to areas other than Tokyo at any of the workplaces.  *The possible frequency of remote work varies depending on the project.</p>