



## IT Application Support Manager, sql

Global Insurance company

### Job Information

#### Recruiter

[Hire Pundit Japan Corporation](#)

#### Job ID

1474745

#### Industry

Insurance

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

10 million yen ~ 12 million yen

#### Refreshed

July 30th, 2024 05:00

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

- **Collaborate with the Development team to troubleshoot and resolve system issues.**
- **Work with team members to analyze the business impact of incidents, issue analysis, provide a hotfix, recovery steps, and troubleshoot to fix with RCA.**
- Ensure timely resolution of customer issues and concerns, prioritizing issues based on severity and impact.
- Identify opportunities for system improvements and work with the development team to implement new functionality
- Develop and maintain support documentation and training materials.
- Monitor system performance and proactively identify potential issues before they impact customers.
- Provide regular status updates to senior management and stakeholders.
- Performs incident, problem, and escalation management for own area of responsibility.
- Prioritizes incidents without escalation.
- Strong verbal and written communication skills
- Customer service experience

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## Required Skills

### Technical Skills:

1. Must be aware of any Incident Management tools used in industry
2. Must possess Microsoft SQL server or any such equivalent databases
3. Must have basic IT architecture knowledge and be familiar with SDLC cycle
4. Must have good problem-solving skills
5. Good to have ITIL skills and preferably certifications on ITIL V4 foundation
6. Ability to work well under pressure and manage multiple priorities
7. Be able to drive processes and make improvements when necessary

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## Company Description