



MichaelPage

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Application Support Engineer

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Job Information

Recruiter

Michael Page

Job ID

1493391

Industry

Retail

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

6.5 million yen ~ 7.5 million yen

Refreshed

September 6th, 2024 16:15

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

It is responsible for providing technical assistance and support for software and systems used in retail environments globally. With team work oriented culture and strong ambition for job, you can develop your career well.

Client Details

Our client is global boutique company which has some locations all over the world. They have strong enthusiasm for their business and have good brand value. They work between local and global collaboratively.

Description

- Provide front-line support for retail applications, monitor the performance to ensure they are running efficiently.
- Troubleshoot and resolve technical issues reported by retail staff, ensuring minimal disruption to business operations.
- Perform routine maintenance tasks, such as software updates, patches, and backups.
- Coordinate with vendors and internal IT teams for system upgrades and repairs.
- Conduct training sessions for users on the effective use of the applications.
- Develop and maintain user guides, training materials, and FAQs.
- Assist users with navigating and utilizing retail systems to maximize efficiency and effectiveness.

Job Offer

- Hybrid working style
- Good lifework balance
- Commute benefit
- Flexible work schedule and work-life balance
- Comprehensive training and professional development opportunities

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Ayaka Iwaki at +81 3 6832 8658.

Required Skills

Skills:

- Proven expertise in application support and implementation
 - Proficient in diagnosing and resolving issues across networks, device hardware, iOS devices, and applications
 - Exceptional communicator with the ability to engage effectively with users and teams
 - Business level of English and Japanese
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Company Description

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