



Application Support / アプリケーションサポート

Up to 11M! 年収1100万円まで!

Job Information

Temp Agency

Randstad K.K., Professionals

Hiring Company

Luxury French Company

Job ID

1495068

Industry

Retail

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Temp to Perm

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 11 million yen

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September 24th, 2024 13:16

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

Key Responsibilities:

1. Daily Application Support
 - Solve incidents reported by retail business users
 - Provide workaround solutions when immediate fixes are unavailable
 - Monitor and improve business support services
 - Update and create documentation to assist users and reduce incidents
2. System Testing with Business Users

- Understand test content and communicate changes to users
- Prepare, coordinate, and support testing with business users

3. Coordination Between Global and Local Teams

- Follow up with the global support team for incident resolution
- Assist the business in communicating issue priorities and requests to the global team

4. User Training

- Proactively develop and implement training plans for users
- Conduct training sessions for retail business users

5. Support Application Implementation

- Assist with project tasks such as hardware tests, IT tests, UAT, user training, deployment, onsite installation checks, and post-go-live system hypercare

Required Skills

- Communication skills to users and teams
- Business level of Japanese and English language
- Application support / implementation / development experience (min 2 years)
- Hands-on experience on SAP SD or MM
- POS application knowledge or retail business operation (Plus)
- Level 2/ Level 3 support experience (Plus)

Company Description