



## Microsoft Excel System Support

### Job Information

**Recruiter**

[ACS Japan](#)

**Hiring Company**

Global IT Consulting Company

**Job ID**

1499360

**Industry**

System Integration

**Company Type**

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

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

November 28th, 2024 00:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

### Job Description

- Responsible for Handling Level 1 Analysis
- Allocate an issue, investigate it, find a root cause, and present the clear and correct bug report to development team
- Follow SLAs during triaging incidents from service desk.
- Create and maintain documentation such as how-to articles, troubleshooting and user guides articles for the existing knowledge base.
- Communicate with Development team / IT Support / Products team / QA team on daily basis.
- Ability to successfully troubleshoot and narrow down issues, identify root causes, and find creative solutions to effectively address customer concerns.
- Ability to manage multiple tasks with changing priorities.
- Act as a point of communication with the client side, product management team and other parties in the ecosystem.

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## Required Skills

- 5+ years' experience working in production support. Preferably providing support for internal employees at a financial company.
- Strong knowledge of Excel. Bonus if familiar with using Excel for modeling.
- Basic knowledge of Finance and Financial concepts.
- Knowledge of databases a plus.
- Strong Communication skills
- Ability to work independently and is self-sufficient.

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## Company Description