



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

December 26th, 2024 01:00

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.

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.

Company Description