



# MichaelPage

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## Production Incident Analyst

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#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1502585

**Industry**

Hardware

**Job Type**

Temporary

**Location**

Tokyo - 23 Wards

**Salary**

9 million yen ~ 10 million yen

**Refreshed**

November 11th, 2024 15:24

#### 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

Top global tech company is looking for Production Incident Analyst who can analyze IT incident and find a solution by communication with global team.

#### Client Details

Our client is a global company that provides device protection and support services. Their offer advanced solutions such as comprehensive device insurance, on-demand tech support, and rapid repair services for a wide range of electronics. Their expertise extends to troubleshooting, device recovery, and setup assistance, making them a critical ally for both end-users and IT departments in managing and maintaining technology infrastructure Production Incident Analyst.

#### Description

- Review incident reports, gather relevant data, and prepare any necessary documentation for the meeting by communicating with global team.
- Help identify and document action items, ensuring that tasks are assigned, deadlines are set, and responsibilities are clearly defined. This may involve coordinating follow-ups or additional resources.
- Update incident records with any new information or decisions made. They ensure that all action items are tracked and completed as per the plan.

- Report their meeting's summarise to internal team

#### Job Offer

- A dynamic, energetic working environment with good work
- Competitive salary and benefits package
- Opportunity for growth and advancement within the company
- Collaborative and supportive team environment

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.

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#### Required Skills

- Relevant experience in IT support, systems administration, or incident management. Experience with specific technologies or industries can be advantageous.
  - Strong ability to analyze complex issues, identify root causes, and propose effective solutions.
  - Capability to make informed decisions quickly in high-pressure situations.
  - Excellent verbal and written communication skills to clearly convey incident status, updates, and instructions to stakeholders in Japanese and English.
  - Experience with incident management and ticketing systems such as ServiceNow, powerBI
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#### Company Description

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