Operation Support Engineer/Flexible work arrangements

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Job Information

Hiring Company
Assurant, Inc.

Subsidiary
Assurant Japan

Job ID
1506247

Industry
Other (Banking and Financial Services)

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

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Train Description
Chuo Line Rapid (Takao-Tokyo) Station

Salary
6 million yen ~ Negotiable, based on experience

Holidays
完全週休二日制（土、日）、祝日、年末年始　等

Refreshed
December 30th, 2024 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Job Purpose

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The Operation Support Engineer is responsible for day-to-day support related to IT systems for Assurant Japan. As such the candidate plans, organizes, and coordinates production support related projects and activities with the local business and the global IT team.

The position is also in charge of the sanity testing and/or Automation tasks/jobs for the local operations.

Primary Job Accountabilities/Responsibilities

- Provides general customer and IT support for assigned business applications and infrastructure deals with the most complex system problem logs; works with business and technical teams to perform effective root-cause analysis, resolution, and preventive actions; leads implementation support activities; directs and participates in training support activities such as documentation authoring and preparation, training preparation and delivery or follow-up.
- Accountable for successful project delivery related to continuous system enhancement for operational improvement.
- Maintains system support manual, create and maintain reports, assist with troubleshooting, interprets errors, automate and monitors operational processes.
- Monitors infrastructure health, escalate to the Global IT team for outages, follow up on root cause analysis, problems and major incidents.
- Participates in testing activities for maintenance; provides guidance for testing strategies, scope and scenarios; reviews and provides advice for testing-related estimates of effort, duration and resource utilization; reviews test plans; identifies testing risks and contributes to the overall management of project and risk plans; coordinates, manages and participates in complex testing efforts.

Required Skills

Basic Requirements

- Bachelor's Degree in a technical discipline
- Minimum of 5 years of experience in a software development or Engineering organization
- Minimum 7 years' experience in different IT areas, working through the business analysis, design, development, production support and infrastructure.
- Minimum 7 years leading implementations of mission critical applications supporting diverse technologies.
- Fluent in Japanese and English

Other Requirements

- Knowledge and experience in the use of distributed technologies including but not limited to python, Visual Studio .NET, Visual Basic .NET, C#.NET .NET Framework 3.5 & higher, AJAX and Extensible Markup Language (XML & XMLT); IIS 7.0 and higher
- Others including Web Services, Web API, WSS 3.0, WSE, & WCF, CSS, HTML, Javascript
- Source control tool – TFS
- Reporting tool – SSRS and SharePoint
- Database technology including Oracle 12c and SQL server 2014 and PL/SQL and Stored procedures
- Experience with Windows operating systems and shell scripting.
- Understanding of cloud hosting and server availability behind a load balancer and firewall. (Azure, AWS)
- Having basic understanding of network security. Protocol, authentication, etc.
- Travel: Domestically within Japan to client offices or vendors and operation sites; Internationally for training and workshops needs.
- Position requires the ability to work outside normal office hours for coordination and reporting with the global IT organization, and to provide support and problem escalation as required.
- Having hands-on experiences with Microsoft Power Auto, Forms, and SharePoint.

Characteristics we are looking for

- A mindset to go beyond job title to get things done
- Willingness to dive into software environments and technical issues
- High command of verbal and written English. Other languages is a plus.
- Ability to successfully work under tight project deadlines
- Well organized, good communication and reporting skills
- Self-motivated, team player, action and results oriented
- Ability to effectively manage multiple assignments and priorities.
- Ability to analyze complex business and system problems, propose effective solutions and understand and apply business vision and direction.
- Willing to work outside normal hours and wear multiple hats.

We're seeking individuals with a passion for learning and growth. If you're enthusiastic about developing your skills and building a long-term career with us, we encourage you to apply, even if you don't meet all the specific qualifications.

Company Description