CareerCross by JAC Recruitment

Integration Engineer

Job Information

Hiring Company
IDEMIA Japan K.K.

Subsidiary
IDEMIA JAPAN

Job ID
1515265

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
8 million yen ~ 11 million yen

Refreshed
April 4th, 2025 13:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Key Missions

- Analyzes, troubleshoots and resolves tickets escalated by support level 1 (internal, external) within SLA or internal OLA,
- Reproduces and documents customer problems and escalates them to relevant solution or product development teams,
- Provides input as required on product and customer specific functionality, configuration and usage,
- Designs corrective action plans or local workarounds that allow issues to be solved within the SLA,
- Documents ticket resolution and ensures proper communication/reporting to customer on ticket resolution progress,
- Maintains support documentation up to date,
- Carries out on-site administration and preventive maintenance activities,
- Performs system upgrades at customer premises,
- During post go live period (ramp up/grace period), ensures procedures are correctly implemented,
- When relevant, maintains IT infrastructure and backend components, including hardware and software.

Required Skills

Background:

- 5 years+ support or delivery experience
- Experience with virtualization (administration and troubleshooting),
- Experience with all web / application servers (e.g. Apache, JBoss)
- Experience with Financial/Digital Payment domain will be a plus.

Technical Skills:

- Knowledge of administration of Linux environments
- Knowledge of at least one scripting language
- Cassandra Database knowledge (basic queries: select, update, insert, etc.)
- Basic networking skills (e.g. TCP/IP, HTTP or any encryption method/protocol),
- Knowledge of Docker/ Kubernetes
- Knowledge of Github/Gitlab
- Knowledge of troubleshooting and debugging of live applications,
- Knowledge of public cloud such as Azure, AWS.
- English and Japanese both oral and written.

Company Description