



## 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**

February 28th, 2025 01:00

### 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.

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## Company Description