



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

January 24th, 2025 14:00

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