

MichaelPage

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[Tech x Ops] System Support Specialist

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Job Information

Recruiter

Michael Page

Job ID

1535101

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

April 25th, 2025 20:33

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This role involves monitoring and supporting operational systems within an automated warehouse environment. You'll act as the key contact between technical teams and on-site operations to ensure smooth system performance.

企業情報

An international tech company specializing in cutting-edge automation, software, and robotics for e-commerce and grocery fulfillment. Their highly automated facilities and proprietary platforms are used by major retailers around the world, making them a pioneer in warehouse technology and operations.

職務内容

- Monitor business-critical warehouse systems and manage real-time incidents
- Act as a liaison between engineering, technology, and business operations
- Troubleshoot and resolve system errors affecting robotics and automation
- Coordinate recovery of failed bots or stock-handling equipment
- Log and escalate issues using internal ticketing tools
- Analyze system performance and provide technical input for improvements
- Communicate with offsite tech teams and warehouse staff for rapid issue resolution

条件・待遇

- Opportunity in a globally recognized tech company
- 24/7 rotating shift schedule with a supportive team structure
- Hands-on experience with robotics and warehouse automation
- Unique exposure to cross-functional operations and IT
- Opportunity to build your skills in a high-growth, innovation-focused environment

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Naoko Toda at +81 3 6832 8648.

Required Skills

- Experience in IT or technical support roles
 - Familiarity with system operations, hardware, software, or networks
 - Analytical thinker with strong troubleshooting skills
 - Comfortable working in a fast-paced, hands-on environment
 - Able to communicate technical details clearly to non-technical users
 - Team player with a proactive approach to problem-solving
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Company Description

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