



IT Application Support Manager, sql

Global Insurance company

募集職種

人材紹介会社

Hire Pundit Japan 株式会社

求人ID

1474745

業種

生命保険・損害保険

雇用形態

正社員

勤務地

東京都 23区

給与

1000万円 ~ 1200万円

更新日

2024年06月18日 01:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

- Collaborate with the Development team to troubleshoot and resolve system issues.
- Work with team members to analyze the business impact of incidents, issue analysis, provide a hotfix, recovery steps, and troubleshoot to fix with RCA.
- Ensure timely resolution of customer issues and concerns, prioritizing issues based on severity and impact.
- Identify opportunities for system improvements and work with the development team to implement new functionality
- Develop and maintain support documentation and training materials.
- Monitor system performance and proactively identify potential issues before they impact customers.
- Provide regular status updates to senior management and stakeholders.
- Performs incident, problem, and escalation management for own area of responsibility.
- Prioritizes incidents without escalation.
- Strong verbal and written communication skills
- Customer service experience

スキル・資格

Technical Skills:

1. Must be aware of any Incident Management tools used in industry
2. Must possess Microsoft SQL server or any such equivalent databases
3. Must have basic IT architecture knowledge and be familiar with SDLC cycle
4. Must have good problem-solving skills
5. Good to have ITIL skills and preferably certifications on ITIL V4 foundation
6. Ability to work well under pressure and manage multiple priorities
7. Be able to drive processes and make improvements when necessary

会社説明