

## Application Support Analyst - L2 / L3

## L2 / L3 Application Support

## 募集職種

## 人材紹介会社

株式会社ロバートハーフジャパン

## 求人ID

1491078

## 業種

物流・倉庫

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

750万円 ~ 1000万円

## 更新日

2024年09月17日 07:00

## 応募必要条件

## 職務経験

1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

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## Company Profile

- A US-headquartered multinational who manage the supply chain operations of some of the world's largest and most recognizable brands are looking for someone to work closely with internal and external stakeholders to provide L2/L3 level support to their customers.

## The Role

- You'll be the main point of contact and the subject-matter-expert for application support for the company's internally developed systems, which are used by their customers to manage logistics operations.
- You'll need to work with internal tech teams and business users; external vendors; and directly with the customers' tech teams to provide efficient and effective service delivery / application support, dealing with L2 / L3 issues.
- This role would suit someone looking to work with a wide range of multinational stakeholders, who is comfortable

working with both internal and external stakeholders.

### Your Skills

- Fluent Japanese and English are mandatory for this role.
- Candidates with a background in application support / technical support would be ideal for this position.
- Any experience of contract management or contract negotiation would be a plus.
- We can consider candidates with experience from any industry domain, though a logistics / supply chain / manufacturing background would be a plus.
- This could be an excellent opportunity for someone currently working in a system integrator / consultancy who is interested to move to an 'in-house / internal' role.

### Location

Tokyo

### Salary

7.5 - 9.5 million yen

### Selling points

- The opportunity to join a truly global company whose customers are instantly recognizable brands - you might not have heard of this company, but you'll definitely know their customers.
- Use your Japanese and English daily in a role that promises interaction with international stakeholders, both locally and in APAC / regional teams.
- Join a stable company - Japan is the strongest market in APAC for this company.

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