



Japan IT Support Engineer | SAP/ERP及びインフラストラクチャーエンジニア経験を活かせる Exclusive job

契約社員（評価により正社員登用の可能性あり）。転勤補助について応相談。

Job Information

Hiring Company

ICE S.p.A

Job ID

1441834

Industry

Pharmaceutical

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Contract

Location

Fukushima Prefecture, Iwaki-shi

Salary

Negotiable, based on experience ~ 8.5 million yen

Refreshed

August 28th, 2025 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

英語の読み書きができる方歓迎 | イタリア本社と英語のメール・チャットでのやり取りを行う業務

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

【このポジションの魅力 | Attractive points of this position】

- グローバルカンパニー、イタリア本社チームと海外ベンダーと連携して語学力高められる
◆ International company, collaboration with Italy HQ, overseas vendor, improve your language ability
- 【業界未経験者歓迎】安定した収益性の高い製薬業界にキャリアチェンジご希望の方

- ◆ Opportunity to get into stable and profitable Pharmaceutical business without industry experience
- 3. 【キャリアパス】本ポジションではITのリーダーやマネジメントポジションが目指せます
- ◆ Career path - we welcome those who are looking to do IT management /leadership in the future

[Support Engineer, IT Department]

The IT Support Engineer is primarily responsible for (1) SAP S/4HANA (or other ERP) user support by collaborating with external vendor; (2) overseeing both the technical and managerial aspects of the local IT Infrastructure, Internal and External IT Services, as well as User Support.

This job will be an excellent opportunity for anybody interested to work in an extremely successful company backed by a major Private Equity investor and undergoing a massive business transformation.

Key Responsibilities

This position is going to be accountable for the following activities:

- Supporting local SAP S/4HANA ((or other ERP)) users on daily basis to avoid any business disruption – inquiries on SAP S/4HANA operations, troubleshooting of SAP S/4HANA by collaborating with external vendor.
- Being responsible, on a local basis, and tracking tickets and assisting users, for services and infrastructure that enable the delivery of customer-facing IT Services:
 1. Power supply (Electrical Services – UPS)
 2. Telecommunication, cabling & wireless
 3. Switches
 4. Routers
 5. Firewalls and Security infrastructure
 6. Servers and Server Rooms
 7. Cloud and virtual infrastructure
 8. Service/SW components (Firmware, Operating Systems, Application installation, configurations and updates, user provisioning)
 9. IT Help desk
 10. Backups and Disaster recovery
- Working closely to counterpart of the Corporate IT team to ensure that standard operating procedures for IT are defined and constantly updated;
- Supporting the local IT Head in implementing short - long term goals of the local IT department and the long-term strategies of the Group;
- Supporting the local IT Head to determine improvement actions related to IT infrastructure, IT service and User support;
- Ensuring the adoption of the most appropriate cyber security tools and monitors their use.

Required Skills

Required Educations, Experience and Skills

※ 以下の条件をすべて満たしていない方でも、ITインフラ管理およびテクニカルサポートに関する知識をお持ちの方であれば、是非ご応募下さい！

If you don't have all the requirements below but has general understanding of IT Infrastructure management and user support, please don't hesitate to apply!

- More than 5 years of experience in the same role for a multinational and structured company;
- More than 3 years of experience on SD/MM/EWM/FI-CO/PP/QM modules (some or all) of SAP S/4HANA (or other ERP). Nice to have experience on ABAP and Basis of SAP S/4HANA;
- Being familiar with:
 - o Active Directory implementation and organization (multisite)
 - o Microsoft 365 administration
 - o SQL SERVER administration
 - o Palo Alto Firewall configuration and administration
 - o Sophos Security Central administration
 - o Meraki WiFi administration
- Proven ability to work in team and deliver commitments;
- Ability to handle multiple priorities;
- Good planning and coordination skills, is proactive and flexible in managing tasks;
- Native / fluent level Japanese and Business level English;
- Degree in ICT or having similar internal IT support engineer experience in a small team.

Office Location

Iwaki city, Fukushima prefecture

※ Relocation support will be provided according to company policy

Job Type

Annual Renewal Contract Full-time (possibility of transferring to permanent)

About ICE GROUP

ICE Group is a worldwide multinational Company specialized in natural origin Bile Acids derivatives. Founded more than 60 years ago and headquartered in Reggio Emilia (Italy), the Company is now one of the main global players in natural origin bile -related products, with a network of specialist facilities and subsidiaries in Europe, Asia, Oceania, North and South America, which collect and process raw materials safely and securely.

ICE's core business includes the manufacturing of Active pharmaceutical ingredients and final dosage forms along with derivatives linked to its raw materials collection network. Its global and vertical integrated business structure allows the

Company to collect raw materials and process it into ingredients, the most important of which is the Ursodeoxycholic Acid (UDCA), a key ingredient in drugs treating liver diseases and gallstones.

On top of UDCA production, ICE is also committed to enhance the production of almost 20 other APIs that are currently manufactured in our sites in Italy (Reggio Emilia, Basaluzzo), Japan (Iwaki), India (Raichem) and New Zealand, while the FDF production is located in our site in Ivrea (Italy).

ICE has 5 R&D centres, spread across Italy, United Kingdom, India and New Zealand, which allow the Company continuous growth, through the constant development in bile derivatives field as well as in innovative research and development in plant-based bile acid chemistry along with consolidated expertise in carbohydrates. ICE's Innovation is strongly supported by cutting edge collaboration with worldwide top Universities, leading the identification of bile acid-based molecules and lead candidates for highly significant unmet diseases like Parkinson's, Alzheimer's, NASH.

Since October 2019, ICE Group is owned by Advent International, one of the largest and most experienced global private equity investors, that started a vigorous M&A Plan in API and pharmaceutical business.

Company Description

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