IT Support Consultant for Engineering Applications

Job Information

Hiring Company
Cyient K.K.

Subsidiary
Cyient Japan

Job ID
1555594

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Saitama Prefecture

Salary
Negotiable, based on experience

Refreshed
August 27th, 2025 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Entry Level

Minimum English Level
Daily Conversation

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Responsibilities

- Handle incidents, queries, and problems through our ITSM system.
- Provide ongoing support for engineering applications used in the development of ECU (Electronic Control Unit) programs and virtual tests (e.g., crash, thermal, aerodynamic simulations).
- Join project teams and complete assigned project tasks as a contributing member.
- Ensure service level agreements (SLAs) are met, with a focus on preventing breaches in IT support.
- Support application environments to keep them operational and efficient.

Skill set needed

Highly Important (Level 1)

- IT Service Management (ITSM) Skills: Strong experience with ITSM processes and tools for incident, query, and problem handling.

- Language Proficiency: Business-level fluency in both Japanese and English.

Basic Competence (Level 2)

- Technical Skills: Experience with Linux, PERL, Python, and cloud applications, particularly in a VnV context.

Useful Competence (Level 3)

- Industry Experience: Previous experience working in the automotive industry.
- Domain Knowledge: Knowledge of Embedded Software and VnV applications and their functions within the automotive industry.

Company Description