

**Morgan
McKinley**

Senior Application Support Analyst

Job Information

Recruiter

Morgan McKinley

Job ID

1555611

Industry

Other (Banking and Financial Services)

Company Type

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

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Shibuya-ku

Salary

9 million yen ~ 13 million yen

Refreshed

August 20th, 2025 16:04

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

An exciting opportunity for an experienced Application Support Analyst to join a global fintech organization in Tokyo. In this role, you will act as the technical bridge between internal teams and external clients, ensuring smooth implementation and post-implementation support of mission-critical financial applications. You'll work closely with clients on incident resolution, configuration changes, and process improvements while mentoring teammates and fostering strong relationships.

The ideal candidate has a background in supporting Java-based applications within financial services, solid client-facing experience, and strong technical expertise with databases, APIs, and incident/change management. Excellent communication, analytical thinking, and problem-solving skills are essential for success.

Required Skills

7+ years supporting mission-critical Java applications

- 5+ years' experience in financial services
- 3+ years in a client-facing role as a service coordinator
- Experience writing basic queries to extract data from SQL & NoSQL databases
- Experience querying RESTful APIs using Postman or other tools
- Able to participate in on-call rotation with peers for escalation support

Company Description