



EDM Product Support Analyst

Market Leader In EDM Industry

Job Information

Hiring Company

[Gresham Technologies](#)

Job ID

1586449

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience ~ 9 million yen

Work Hours

In accordance with company regulations

Holidays

In accordance with company regulations

Refreshed

June 4th, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

«Job Description & Position Highlights»

- Provide technical support for financial data management products, including customer support and troubleshooting and resolving issues
- An environment where you can expand your knowledge by collaborating with global teams and build an international network
- Enhance your analytical and problem-solving skills by tackling complex technical challenges, leading to career growth
- Work flexibly with a hybrid work model that includes remote options, and build your career at a global company

【Job Responsibilities】

EDM is a part of Gresham and provides Enterprise Data Management Solutions for Banks, Asset Managers, Hedge Funds, Insurance companies, Software companies and Treasury functions in large institutions. With offices in EMEA, North America, APAC and India. EDM has a global reach and increasingly clients require work to be carried out remotely from their main office.

< The Impact >

The Support Role in APAC for our Solutions business offers several impactful opportunities for individuals starting their careers in the company. Here are some key impacts of this role:

Building a global network: As part of the Support Role, individuals become part of a global community. They have the opportunity to connect with mentors, peers, and teams from around the world. This network enables them to access a wealth of knowledge and support, fostering personal and professional growth.

Knowledge sharing and collaboration: In the Support Role, individuals are encouraged to share their knowledge and collaborate with colleagues. This collaborative environment allows for continuous learning and the exchange of ideas, contributing to individual and team development.

Skill development: The Support Role in APAC offers valuable opportunities for skill development. Individuals learn how to effectively troubleshoot technical issues, provide support to clients, and communicate complex information in a clear and concise manner. These skills are transferable and can be beneficial for future career advancement.

< Job Responsibilities >

- Become an expert in all facets of supported financial products
- You will be responsible to provide advanced technical support to clients using the EDM application
- Provide outstanding client services by presenting timely and positive resolutions to clients across all aspects of application support
- Effectively and efficiently troubleshoot client issues to resolution and escalate as needed, work with internal groups to document issues, and deliver effective solutions
- Monitor all incoming support channels to address client inquiries quickly and efficiently, and manage multiple requests simultaneously
- Maintain multiple client-reported questions or issues, and document written and verbal communication in our internal CRM system
- Work directly with senior managers on a regular basis and collaborate with colleagues across business lines and regions
- You will contribute to the development and maintenance of product documentation, including user guides, troubleshooting guides, and knowledge base articles.

【Employment Type】

Permanent

【Salary】

Based on experience and skill level

【Working Hours】

In accordance with company regulations

【Work Location】

Tokyo, Japan

*Hybrid

【Holidays & Leave】

In accordance with company regulations

【Benefits & Welfare】

In accordance with company regulations

Required Skills

【Job Requirements】

- Native Japanese Speaking, fluent in Japanese speaking and writing
- Good communication skills in English, to be able to communicate with Global Teams
- Bachelor's degree in computer science, information technology, or a related field is typically required
- 1-2 years of experience in providing technical support for enterprise software applications, experience in the financial services industry or working with investment management systems is preferred
- Proven experience in troubleshooting complex issues and providing effective solutions is essential Proficiency in SQL, scripting languages, and data analysis tools is often required
- The ideal candidate is inquisitive and quick learner of new technologies and financial products, while effectively communicating and engaging clients. They are detail-oriented, enjoy finding solutions for complex issues, and have the ability to provide step-by-step solutions.
- Knowledge of data management concepts, including data warehousing and ETL processes, is advantageous
- Strong problem-solving skills, including the ability to analyze complex issues, identify root causes, and develop innovative solutions.
- The capacity to work under pressure, prioritize tasks, and meet tight deadlines is important for handling multiple support requests simultaneously
- A customer-centric approach with a focus on delivering exceptional support and ensuring client satisfaction

【Equal Opportunities Statement】

At Gresham, we are committed to building a diverse and inclusive workforce that reflects the communities we serve. We actively encourage applications from individuals of all backgrounds and are dedicated to providing a workplace where everyone feels valued, respected and supported.

We make employment decisions based on merit, skills and potential, and do not discriminate based on any protected

characteristic. We are also committed to making reasonable adjustments throughout the recruitment process and employment lifecycle.

Company Description