



Incident Response / Production Support インシデント対応・プロダクションサポート

Hybrid! Foreign Product Insurance Firm!

Job Information

Temp Agency

Randstad K.K., Professionals

Job ID

1589339

Industry

Insurance

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 8 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Entry Level

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

On behalf of an America-based Product Insurance Company, Randstad is scouting for a **senior Incident Response / Production Specialist**. This role is responsible for leading initial response and coordination during system incidents in-house. The position focuses on **situation assessment, issue triage, and driving resolution through collaboration with relevant teams**.

Not a 24/7 on-call or monitoring role. Deep technical remediation is handled by engineering teams. This role focuses on coordination, decision-making, and communication.

システムインシデント発生時に、状況把握・初動対応・関係者連携を主導する役割です。常時監視やオペレーター業務ではなく、判断・整理・推進を担うポジションです。24/7 常駐対応ではありません。深い技術的修正作業は開発・IT チームが担当。本ポジションは判断・調整・推進を主な役割とします

Key Responsibilities

Lead initial incident assessment and response
Analyze and organize incident information to support root cause identification
Coordinate with development, IT, and business teams
Clearly communicate technical issues to non-technical stakeholders
Support post-incident review and improvement discussions as needed
インシデント発生時の初動対応・状況整理
原因切り分けに向けた情報整理・調整
開発チーム、IT チーム、ビジネス側との連携
技術的内容を非技術者にも分かる形で説明・共有
必要に応じて、再発防止に向けた整理・改善検討支援

Required Skills

Required Skills & Qualifications

Senior-level experience in help desk, system operations, application or production support
Proven experience handling and prioritizing system incidents
Ability to make calm and structured decisions under pressure
Native-level Japanese; working-level English for technical communication
シニアレベルのヘルプデスク/システム運用/プロダクションサポート経験
インシデント対応における判断・優先度付けの経験
プレッシャー下でも冷静に対応できる能力
ビジネス・業務に対する興味とよりよくすることへのパッション
強い論理的思考力
日本語：ネイティブレベル
英語：技術内容を含む業務コミュニケーションが可能なレベル

Preferred Qualifications

Experience supporting cloud-based production environments
Experience working in global or distributed teams
Prior experience as a support lead or incident manager
クラウド環境での運用・サポート経験
グローバルチームとの協業経験
インシデント対応のリード/準リード経験

Ideal Candidate / 求める人物像

Comfortable taking ownership during incidents
Strong communicator who can align multiple teams
Flexible and pragmatic in short- or mid-term assignments
インシデント時に主体的に動ける方
人を巻き込みながら解決を推進できる方
期間限定・役割限定の働き方にも柔軟

Company Description