

Business Applications Consultant

Cutting-edge AI Technology

Job Information

Recruiter
Propel Consulting K.K.

Job ID
1589798

Industry
Software

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
7.5 million yen ~ 10 million yen

Refreshed
October 23rd, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

As a consultant – Business Applications, you will be responsible for core activities including;

- Applies sound industry and cross-product knowledge to solve customer issues of medium complexity.
- Demonstrates deep knowledge of processes and tools.
- Ensures quality service delivery, partners on team goals, and manages timely resolutions within SLA/OLA standards
- Takes initiatives to meet team goals and ensures efficient issue resolution.
- Executes planned maintenance and improves customer satisfaction
- Ensures meaningful and professional communication, meeting customer expectations.
- Assists in training colleagues on domain-specific knowledge and tools.
- Actively participates in knowledge-distribution activities and addresses documentation gaps
- Expands internal and external networks, acting as a reference point within the team.
- Takes on additional obligations and contributes to business development events.
- Identifies opportunities for process enhancements and proposes improvements.

Required Skills

- A university degree, or equivalent professional qualifications, in software/system engineering or IT operations
- Naturally curious. gains a sound knowledge of support offerings, customer contracts, and R&D-supported versions.
- Adaptable and quick to adjust to changes, with the ability to manage change within scope
- Proactive communication and engaging with customers and stakeholders, following through on commitments.
- Solid analytical skills to identify root causes and propose feasible solutions.
- Good knowledge of support policies, scope, and customer offerings.

Company Description