



## 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

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#### General Requirements

##### Minimum Experience Level

Over 3 years

##### Career Level

Mid Career

##### Minimum English Level

Daily Conversation

##### Minimum Japanese Level

Daily Conversation

##### 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.
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## Company Description