



PTS Japan - Bridge People and World -

Business Application Support Engineer | Global Entertainment

外資エンタメ企業で英語を活かせるIT支援

Job Information

Hiring Company

PTS Japan K.K.

Subsidiary

Global Entertainment Company (Confidential)

Job ID

1593465

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less)

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Toei Mita Line Station

Salary

5.5 million yen ~ 7 million yen

Work Hours

To be discussed / Shift support may be required

Holidays

Weekends and holidays based on client schedule

Refreshed

May 27th, 2026 10:50

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Job Title

Business Application Support Engineer

Position Overview

A global entertainment company is seeking an Application Support Engineer to support business-critical applications and end-user IT operations in a hybrid international environment.

This role involves supporting Microsoft Dynamics 365, ticketing systems, and related business applications while collaborating with both local and global stakeholders.

The ideal candidate will have hands-on IT support experience, strong communication skills, and an interest in working within an international business environment.

Responsibilities

- Provide Level 1 / Level 2 support for business applications
- Support Microsoft Dynamics 365 and related systems
- Handle incidents, service requests, and troubleshooting
- Coordinate with vendors and internal stakeholders
- Support desktop and end-user IT operations
- Maintain documentation and operational procedures
- Collaborate with regional and global IT teams
- Participate in continuous service improvement initiatives

Required Skills

Requirements

- 3+ years of IT support or application support experience
- Experience supporting end-users in corporate environments
- Knowledge of Microsoft technologies and business applications
- Strong communication and coordination skills
- Business-level Japanese
- Conversational English

Preferred Skills

- Experience with Microsoft Dynamics 365
- Experience in retail, entertainment, or customer-facing industries
- Desktop support or service desk experience
- Experience working in global environments

Working Environment

- Hybrid work environment
- International team collaboration
- Long-term project opportunity
- Opportunity to use English in daily operations

Company Description