Sr. Application Support Engineer

Job Information

Recruiter
ReachExt K.K.

Job ID
1595399

Industry
IT Consulting

Company Type
Large Company (more than 300 employees)

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
October 26th, 2026 04:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Roles and Responsibilities

- Work on production support activities, including incident handling, minor enhancements, and application maintenance
- Identify and analyze root causes of technical issues, system incidents, and job failures
- Be available, on a need basis, for off-hours support, including P1 on-call support situations
- Perform effort estimation for assigned tasks and approved change orders
- Implement and follow best practices for production support programming and application maintenance
- Work independently, while also tracking and coordinating with the team to ensure delivery within timelines agreed with the customer
- Communicate effectively with clients and end users at all organizational levels
- Prepare and provide regular status reports to both internal and external stakeholders
- Engage with and escalate to appropriate teams and stakeholders as required to resolve issues in a timely manner
- Support and participate in transition execution activities, including knowledge transfer and stabilization phases
- Perform any other duties assigned by the Supervisor, related to the scope of work
- Place of implementation: Hybrid work model or client location, depending on project requirements.

Key Work Expectations:

- Demonstrate a strong willingness to learn and continuously upskill, in line with evolving customer technology demands
- Maintain high standards of professionalism, responsibility, and quality in all assigned activities
- Are capable of supporting long-term operations, maintenance, and customer-facing engagements

Key Skills Summary:

- L2 Application Support & Maintenance experience supporting business critical production systems, including incident analysis, defect fixes, minor enhancements, and service stabilization
- Proven capability in Root Cause Analysis (RCA) for application issues, batch/job failures, and recurring production incidents, with a focus on permanent resolution
- Hands on experience supporting frontend applications built with React.js, Next.js, TypeScript, and JavaScript in live production environments
- Strong exposure to backend, database, and infrastructure support, including Java (Spring Boot), Node.js, AWS (EC2, S3, RDS), Linux, and SQL based systems
- Experience working in SLA driven, client facing environments, including on call / P1 support, issue escalation, coordination with L3 teams, and regular status reporting
- Bilingual operational professional with business level Japanese (JLPT N2) and English, effective in stakeholder communication, documentation, and support reporting

Required Skills

Must have:

- **JavaScript, TypeScript, API, CSS, React, HTML, Next.js, Solidity, Java**

Preferred:
certifications/language skills:

- IT expertise in information systems
- JLPT N1 (Business Level Japanese Proficiency)
  English proficiency at a business level or above. (TOEIC score 750 or above)

Company Description