

HRIS & Payroll application Support L2/L3

Job Information

Recruiter

Izumi Network Yugen Kaisha

Job ID

1605138

Industry

IT Consulting

Company Type

Large Company (more than 300 employees)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 11 million yen

Refreshed

July 29th, 2026 16:48

Application Deadline

September 30th, 2026

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

Payroll Application/HRIS Support Specialist L2/L3 (ADP / UKG Kronos) – Japan Payroll

Language: Japanese (Business Level) & English

We are seeking an experienced Payroll Application Support Analyst to provide L2/L3 support for payroll and workforce management systems. This role will focus on supporting **Japan payroll operations**, ensuring compliance with local regulations and delivering effective support to HR, Payroll, and business stakeholders.

The successful candidate will work with payroll, time & attendance, and HR systems, supporting incident resolution, process improvements, and system enhancements within a global environment.

Key Responsibilities:

- Provide L2/L3 support for ADP and UKG (Kronos) payroll and workforce management systems.
- Partner with HR, Payroll, and IT teams to resolve system and operational issues.
- Analyze and troubleshoot payroll, time & attendance, and HR application issues.
- Support Japan payroll compliance requirements and statutory regulations.
- Manage incidents, problems, and change requests through ITSM processes.

- Perform payroll validation, reconciliation, and reporting activities.
 - Gather business requirements and document functional specifications.
 - Coordinate with global stakeholders, vendors, and support teams.
 - Support system enhancements, testing, and continuous improvement initiatives.
 - Maintain operational documentation and knowledge articles.
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Required Skills

Required Skills & Experience

- Experience supporting ADP Workforce Now, ADP GlobalView, UKG (Kronos), or similar payroll/WFM solutions.
- Strong understanding of Japan payroll processes and compliance requirements.
- Experience supporting Time & Attendance (Workforce Management) systems.
- Background in Application Support, Production Support, or IT Operations.
- Experience with Incident, Problem, and Change Management.
- Exposure to HRIS platforms and payroll-related applications.
- Strong analytical, troubleshooting, and problem-solving skills.
- Ability to communicate effectively with both Japanese and global stakeholders.
- Business-level Japanese and working-level English.

Preferred Qualifications

- Experience supporting payroll operations across APAC or EMEA regions.
 - Knowledge of SQL, reporting, or data analysis tools.
 - Experience with payroll integrations and HR systems.
 - ITIL Foundation or related certifications.
 - Business Analysis experience or certification.
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Company Description