



Manhattan Active WMS System Support Engineer

Job Information

Recruiter

ReachExt K.K.

Hiring Company

IN_Subcon

Job ID

1605400

Industry

IT Consulting

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

August 28th, 2026 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

- **Customer:** Apparel and Fashion
- **Location:** Yotsukaido, Chiba, Japan (onsite 5 days a week)
- **Start Date:** Immediate
- **Duration:** 6 months (Extendable: Yes)
- **Language Skills:** Japanese & English – Business Level.

Required Qualifications

- SQL
- Database knowledge
- Good to have ITIL
- Coordination with on-site users, offshore support teams, and development teams
- Knowledge E2E flow of Manhattan Active WMS (mandatory) and issues related to but not limited to
 - Receiving and Putaway/Waving/Allocating/Task/ Replenishments
- Hands in experience on

- Initial review/research of reported incidents
- Configure & testing
- Collaborative working with Manhattan is required in some cases
- Define business logic for request
- Providing detail analysis of a problem to Manhattan in order to get resolution
- RCA & Resolution within SLA
- Support team members for RCA & Resolution
- Take lead and accountability in case of P1/P2 cases

Desirable Skills

- SQL
- MS Office
- English and Japanese
- AMS Support (Good to have)
- Basic knowledge of API
- Incident Response
- System Analysis
- Teamwork
- Database Management
- Incident Management (using Service Now)

Company Description