Technical Support Engineer–L1/L2 Application/Production(H)

Job Information

Recruiter
Izumi Network Yugen Kaisha

Job ID
1624063

Industry
Software

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 6.5 million yen

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General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Role Overview
We are looking for a Japanese-speaking Technical Support Engineer with 5–8 years of relevant IT experience, with a strong focus on **hands-on L1/L2 Application / Production Support** .

The role will focus on supporting production applications, handling customer incidents and service requests, performing initial investigation and troubleshooting, analyzing application errors and logs, and escalating unresolved issues to the appropriate L3, development, or engineering teams.

The ideal candidate should have strong troubleshooting and problem-solving skills, excellent Japanese communication skills, and experience supporting business or enterprise applications in a production environment.

Knowledge of Linux and AWS is required as supporting technical knowledge; however, the candidate’s core experience should be in Application / Production Support rather than primarily Infrastructure Support.

VMware experience is not required for this position.

Key Responsibilities

- Provide L1/L2 Application / Production Support for customer technical issues and production incidents.
- Act as the first point of contact for application-related incidents and service requests.

- Handle support tickets, calls, and email communications with customers.
- Perform initial investigation, troubleshooting, and issue triage for production application issues.
- Classification: Internal
- Analyze application errors, system logs, and other relevant information to identify possible causes.
- Troubleshoot application availability, functionality, integration, and performance-related issues at the L1/L2 level.
- Work with Linux-based environments and use Linux commands for investigation and troubleshooting.
- Perform basic troubleshooting related to AWS environments where relevant to the supported application.
- Follow defined SOPs, runbooks, incident management processes, and escalation procedures.
- Identify issues that cannot be resolved at the L1/L2 level and escalate them appropriately to L3, development, engineering, or other relevant teams.
- Ensure proper documentation and handover during escalation.
- Track and follow up on incidents through resolution.
- Maintain incident records, troubleshooting steps, resolutions, and knowledge-base documentation.
- Coordinate with technical and application teams to ensure timely resolution of production issues.
- Maintain clear and professional communication with Japanese-speaking customers throughout the support process.

Required Skills

Required Skills
Must Have

- 5–8 years of relevant IT experience
- Hands-on experience in L1/L2 Application / Production Support
- Experience supporting business applications, enterprise applications, software products, or production systems
- Experience handling application incidents, service requests, and production issues
- Strong troubleshooting and problem-solving skills
- Experience with issue investigation, log/error analysis, incident triage, and escalation
- Experience using ticketing/incident management processes and following defined SOPs or runbooks
- Good knowledge of Linux commands for troubleshooting purposes
- Familiarity with AWS fundamentals, such as EC2, VPC, IAM, and S3
- Excellent Japanese communication and customer service orientation
- Ability to communicate clearly with customers and technical teams during incident resolution
- Basic working-level English

Preferred

- Experience supporting enterprise applications or software products in a production environment
- Experience coordinating with L3 support, application development, engineering, or offshore teams
- Experience with tools such as ServiceNow, Jira, or similar incident/ticket management platforms
- Experience with root-cause investigation and knowledge-base documentation
- Exposure to cloud-hosted applications or AWS-based production environments

Language Requirements

- Japanese: Excellent speaking, reading, and writing skills
- English: Basic working-level English is sufficient

Company Description