



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

募集職種

採用企業名

株式会社ピーティーエス・ジャパン

支社・支店

Global Entertainment Company (Confidential)

求人ID

1593465

業種

ITコンサルティング

会社の種類

中小企業 (従業員300名以下)

外国人の割合

外国人 半数

雇用形態

契約

勤務地

東京都 23区, 港区

最寄駅

都営三田線駅

給与

550万円 ~ 700万円

勤務時間

To be discussed / Shift support may be required

休日・休暇

Weekends and holidays based on client schedule

更新日

2026年05月27日 10:50

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

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

スキル・資格

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

会社説明