Sr. Application Support Engineer

募集職種

人材紹介会社
リーチェクスト株式会社

求人ID
1595399

業種
ITコンサルティング

会社の種類
大手企業 (300名を超える従業員数)

雇用形態
正社員

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月09日 01:00

応募必要条件

職務経験
6年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

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

スキル・資格

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)

会社説明