

HRIS & Payroll application Support L2/L3

募集職種

人材紹介会社

IZUMI NETWORK

求人ID

1605138

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

800万円 ~ 1100万円

更新日

2026年08月12日 00:00

応募締切日

2026年09月30日

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

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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スキル・資格

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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会社説明