**【EY Japan】Application Support Specialist** **-** **JAP000L1**

日本

**Job Summary:**

As the application specialist, you will be responsible to perform lower environment operational supports for TAX applications in Japan. Also, you will be working along with project & transition managers providing technical assistance and support for new projects. You may involve in daily management of incidents, maintenance and support, development support, and proactive or preventative analysis of systems. You should able to demonstrate knowledge of key business processes, products and services, within agreed areas of expertise.

**Essential Functions of the job:**

* There are many applications in project phase which needs technical assistance on deployments and co-ordination with various infra teams, this would be handled by the Japan EY TAX project engineer.
* Primary support for the vendor /inhouse apps not supported by the TCS L3 APAC team
* L1 L2 Support and L3 support for shared desktop local tax apps which are not supported by OSS, global L2 and L3- TCS
* Co-ordinate and provisioning Infrastructure Support for project related activities
* Remediation of GVM /InfoSec findings for lower environments of TAX apps
* Lower environment configuration assistance and deployments
* Working with project managers, architect teams to analyse and provide IT standard assistance from a Global support perspective
* Oversee the TCS TOPAZ resources in Japan to have them aligned to the global EY culture and to fill the gaps between the support team and business
* Re-creation, analysis, troubleshooting, and diagnosis of incidents relating to off-the-shelf and proprietary applications and/or platforms.
* To determine root cause of incidents (configuration vs defect) in lower environments.
* Liaison with appropriate teams for the development of corrective actions or viable workarounds to resolve incidents.
* Installation of applications in supported environments.
* Deployment of application upgrades and fixes.
* Responding to automated alerts on the health of systems.
* Executing scheduled or unscheduled tasks relating to operational maintenance and monitoring of applications.
* Performing routine audits of systems for preventative maintenance of applications and reporting on their status.
* Adhere to EY and ITIL guidelines for Incident, Problem and Change Management.
* Effective call management including logging, monitoring/updating, prioritizing and resolving incidents in a timely fashion.
* Ensures all work is carried out and documented in accordance with required standards, methods and procedures.

**Analytical/Decision Making Responsibilities:**

* Ability to make appropriate technical decisions regarding service restoration i.e. rebooting servers, engaging other teams, etc.
* Selects appropriately from applicable standards, methods, tools and applications and use accordingly.
* Creative thinking with regards to process improvement i.e. work efficiencies, automation on systems, etc.
* Demonstrates analytical and systematic approach to problem solving.
* Communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences.
* Able to plan, schedule and monitor work activities to meet time and quality targets.
* Able to absorb rapidly new technical information, business acumen, and apply it effectively.
* Good appreciation of wider field of information systems, its use in relevant employment areas and how it relates to the business activities of the employer or client.

**Skill Requirements:**

* Intermediate to advanced knowledge of .NET frameworks.
* Knowledge of SQL Server, SSIS, SQL Reporting Services, experience with Local Language Pack(Japanese).
* Demonstrable Intermediate to Advanced knowledge of web platforms such as IIS, SSL, SFTP, LDAP, Active directory etc.
* Demonstrable Intermediate to Advanced knowledge of Azure application hosting, IaaS and PaaS.
* Basic understanding on how to read and understand code (Code-competency) for diagnosis, escalation to development teams.
* Knowledge of troubleshooting tools and techniques related to networks and systems i.e. remote access tools, Windows Support tools, connectivity tests, file server access control and permission, etc.
* General understanding of networking/LAN/WAN/DMZ concepts, load balancers, active directory.
* Knowledge of and ability to troubleshoot data feeds to and from a variety of sources.
* Understanding of multi-tiered application architecture concepts.
* Creation of queries, running pre-defined scripts, configuration, security, and interpreting logs and traces.
* General understanding of various IT security concepts as they relate to production environments.
* Proficiency in English and Japanese languages with excellent written & verbal communication skills.
* SharePoint knowledge as an additional skill set

**Experience and Qualification:**

* 5 - 7 years of experience in Application Management, Operational Support environment/discipline.
* Some experience with MS SQL/Oracle, or applications that use MSSQL/Oracle, desired but not required.
* Some experience supporting applications in a VMWare/Citrix environment.
* Experience with performance monitoring tools and analysis such as AppDynamics, MS PerfMon.
* Experience supporting applications in shared or virtual environments (Server as well as Virtual Desktop).
* Prior experience with TAX related applications / Payroll systems is an added advantage.

**Education:**

* Degree in Computer Science or related discipline
* Further or Higher education standard qualification
* Fluent in English and Japanese language, written and verbal.

**Certifications (Desirable):**

* ITIL Foundation Certificate in IT Service Management
* MCITP – Microsoft Certified IT Professional or any relevant Microsoft certifications.

**Other Requirements:**

Requirements of this role:  
• Flexibility in scheduling with a willingness to work extra non-standard hours.  
• Ability to work well within a multi-disciplinary team structure, but also independently.  
• Ability to grasp, communicate, and occasionally develop processes for use by various teams.  
• Ability to meet agreed deadlines, with demonstrable productivity (i.e. project environment readiness, maintenance SLAs, etc.)