



Job Information

Job ID: 52770
Job Title: Services/Project Manager
Recruiter: systemsGo Corporation
Division: Professional Services
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: 7 million yen - 10 million yen
Date: November 7th, 2008 11:21

General Requirements

Employment Experience: Over 6 years
Career Level: Executive
English: Fluent
Japanese: Fluent
Education: Bachelor's Degree
Visa Status: Japanese national or permission to work in Japan required

Job Description

Position Responsibilities:

The candidate will help to grow the services organization and the business in Japan while managing multiple projects and is expected to shift to a more management-focused role as a result of the growth of the organization.

Services responsibilities

- Overall responsibility of the local services and customer support business.
- Overall responsibility of partner support, and assistance in partner development
- Maintain overall profit and loss responsibility for the Japanese Services team with the goal being maximized utilization and profitability.
- Develop strategies and tools for meeting and exceeding assigned revenue goals.
- Provide monthly forecasts and achievements against assigned Service revenue goals.
- Influence the sales organization to assist in growing Services revenue by supporting pre-sales activities and proposal responses

- Participate in the staffing strategy for Japan
- Hire, coach, motivate, evaluate performance, and develop direct reports.
- Lead consultants to ensure achievement of business goals while maximizing client satisfaction with Apriso products and services.
- Adhere to and enforce all Professional Services business processes and company policies.
- Accept other duties as assigned.

Project responsibilities

- Manage the implementation of the Software suite throughout the entire project lifecycle.
- Manage project scope, partner participation and customer expectations.
- Responsible for project risk management at proposal stage and throughout project, making plans to minimize risks.
- Responsible for all project planning and control including presales, quote, budget, schedule, customer satisfaction, ensuring successful execution to plan.
- Ensure quality of deliverables via an agreed to quality assurance approach and by providing support to the project team.
- Identify and work with appropriate team to assure successful project completion.
- Report status and issues regularly, identifying and diagnosing issues and needs, escalating as far as necessary to resolve.
- Present training content or other business content as required.
- Support and record post-project reviews.
- Ensure all processes and procedures are followed.

Required Skills

Position Qualifications:

- Minimum of ten years experience in the Information Technology Industry.
- Minimum of five years of software project management experience.

- Minimum of two years in a Supply Chain/ LES/ MES/ ERP functional role (either business or I.T.) providing familiarity with business processes and practices.
- Strong understanding of the service business in the region
- Experiences in managing all levels of management in the customer organization to achieve project success
- Experience in business process design for production or logistics. Must be able to help customers to prioritize business requirements to meet budget and timing constraint.
- Demonstrated skills in managing entire software implementation lifecycles for fortune 500 companies, including the project financials and scope while developing strong customer and partner relationships and outstanding customer satisfaction.
- Demonstrated ability to drive high margin additional business from customers and partners.
- Very good command of English and Japanese (written and spoken).
- Ability to manage team of 5 -10 consultants and software engineers.
- Ability to use MS Project to plan and track project execution.
- Bachelor or Masters Degree in related field.

Additional Skills:

- SAP or Oracle applications experience is a plus.
- Experience using Biztalk Server, SAP Business Connector is a plus.
- Business Process Certifications, such as APICS, CPIM is a plus.
- Strategic Program Certifications, such as Six Sigma Black Belt is a plus.
- Formal Project Management training and certifications (such as Project Management Institute, package software methodology courses, or other training).

Company Description

systemsGo provides bilingual IT support services to multinational companies in Japan. We are a rapidly growing Japanese company with an international team and modern office adjacent to Roppongi Hills. We are committed to providing our clients with the best quality services which include IT infrastructure support, systems integration, project management, as well as staffing solutions. Our clients are leading investment banks, law firms and numerous other well-known international firms. We look after our employees; provide many opportunities for career advancement, competitive salaries, and excellent benefits. We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

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企業における優れたコンピューターシステム環境を構築するため、インフラストラクチャの整備・構築、システムインテグレーション、プロジェクトマネジメント、人材派遣など、様々なIT関連サービスを質の高い水準で提供しています。主なクライアントは、外資系証券会社、銀行、法律事務所など、大手グローバル企業です。

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