



Job Information

Job ID: 90244
Job Title: Implementation Consultant
Recruiter: Way Simmons Partnership
Division: Cross-Divisional
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: Negotiable, based on experience
Date: September 9th, 2008 13:54

General Requirements

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

Job Description

Our client, an international company that provides web analytics solutions for Internet channel monitoring is seeking an Implementation Consultant for their Tokyo office. The Implementation Consultant will be responsible for customizing the company's code to each client's exact business requirements and reporting needs, helping each client implement code throughout their website, and perform quality checks to ensure that implementation has been completed thoroughly. Responsibilities also include heavy interaction and support on the phone and sometimes in person with client employees all the way up to the VP level of Fortune 500 companies, project management and technical writing.

- Gather client business objectives and create Rapid Deployment Guides
- Train clients on how implementation is to be done
- Perform technical pre-assessment with client's IT personnel and assist in development of the risk assessment
- Write logic necessary within client software to generate required values for implementation of the company's technology
- Coach clients throughout the implementation process
- Ensure that clients complete their implementations on schedule
- Document issues and best practices relating to specific platforms or configurations
- Communicate constantly with customers throughout the contract lifecycle, escalating important issues where needed
- Debug implementation problems, JavaScript errors, and product functionality
- Maintain customer contact and daily status updates for all outstanding issues
- Manage customer expectations, keeping customers happy and expectations realistic
- Coordinate with engineering department to ensure timely closure of quality issues
- Fully understand customer requests, document them, and assign appropriate resources

Required Skills

The successful candidate will have a bachelor ' s degree, in-depth knowledge of client website, business model, and online marketing strategy, and extensive knowledge of Microsoft Office, email, and how the Internet and websites work. Native level Japanese and business level English is also required for this role.

- Bachelor ' s degree (Degree in information systems or related field or Masters degree or other advanced education preferable)
- In-depth knowledge of client website, business model, and online marketing strategy
- Extensive knowledge of Microsoft Office, email, and how the Internet and websites work
- Must be self-managed, responsive, and dedicated to customer support
- Strong understanding of HTML and web protocols
- Strong JavaScript skills
- Expert in:
 - Internet and online marketing
 - Website analysis
 - JavaScript and other Internet technologies
- Strong technical writing skills (writing samples helpful)
- Web development experience (preferred)
- ERP or other software implementation experience (preferred)
- Demonstrated exceptional customer skills from previous employment (preferred)
- Project management experience (preferred)
- Consulting experience (preferred)

Other requirements

- Native level Japanese and business level English
- Exceptional organizational, presentation, and communication skills - both verbal and written
- Demonstrated ability to deal with change and be a team player
- Demonstrated programming skills (with samples) in languages such as Perl, C/C++, CGI, Java, ASP, VBScript, or PHP (preferred)

Company Description

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Executive & Management

Accounting & Finance

Human Resources

Marketing & Sales

Executive Support

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