



Job Information

Job ID: 92796
Job Title: Senior Professional Services Director
Recruiter: BIOS, LINC Media Inc.
Division: BIOS
Company Type: Large Company, International Company
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: Negotiable, based on experience
Date: October 29th, 2008 15:26

General Requirements

Employment Experience: Over 10 years
Career Level: Executive
English: Business Level
Japanese: Fluent
Education: Associate Degree/Diploma
Visa Status: Japanese national or permission to work in Japan required

Job Description

As part of their rapid expansion plans for their Japan business, our client, a leading software producer on the global stage, is actively searching for a Senior Professional Services Director to bring additional focus and professionalism to their operation.

The Sr PSD will develop new business, assist/mentor other PSD ' s in the planning and designing of consulting engagements, managing client relationships and consulting projects, and deliver value to our clients.

This will require extensive work and partnering at the C-level. Specific responsibilities will include:

- working jointly with sales leaders to grow revenue, build sales, and develop business
- developing relationships with business contacts at key customer accounts
- achieving a high level of client satisfaction by providing client ' s with leading-edge solutions and consulting advice
- developing new or improved processes, methodologies, systems, tools or services to enhance our delivery capabilities.
- managing, leading and developing PSD ' s and Professional Services consulting staff

You will be an active participant in the sales and negotiation process during the sales cycle and during change order processing or issues resolution during project delivery. You will be providing expert opinion and resolving escalated implementation issues; conducting weekly meetings with PSD ' s to review revenue forecast, current and future projects and staffing needs, open project details, detail steps and issues from both customers and our client; and coaching PSD ' s and Professional Services staff. You will be responsible for preparing performance assessments for team members with annual reviews and career development.

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Required Skills

- Operational thinker, able to translate operational plans into projects and activity-based initiatives across and within departments
- Experienced in measuring costs, time and performance of staff and projects
- Strong process design and improvement skills, able to analyze and streamline business activities to create best practices within client ' s operations
- Expert at managing a dynamic and diverse group of front line staff
- Ability to translate technical information into simple, straightforward language
- Ability to work productively in a dynamic deadline-driven environment, independently and as part of a team
- Demonstrates great initiative and judgement in both technical and professional dealings with customers
- Imparts knowledge and information to assist in problem solving and project completion
- Provides strong mentoring through coaching
- Strong organizational, written and oral communication skills
- Proven track record of successful project implementations
- Exercises influence management techniques with staff and customers
- Degree in Business, Management or Technology
- 10+ years Professional Services experience, preferred Process Manufacturing experience
- Broad knowledge of Microsoft Back Office and general technology concepts in manufacturing space

- Previous experience in a technology-based industry
- Project Management experience
- Cooperates and works effectively with others; recognizes, supports and respects others
- Honors commitments through delivery of timely, high quality results
- Accepts and embraces change

Company Description

LINC Media was founded in 1996 by current CEO and President Terrie Lloyd to support foreign firms trying to enter Japan. In the ensuing years, the company grew into a full-fledged media firm with an English-language business magazine, recruiting service and bilingual technical support service.

The system integration division of LINC Media, BIOS provides multilingual technical consulting, integration, and support services all along the IT Spectrum. The business consultation division of LINC Media offers service such as market research, PR, office setup, recruiting, etc., as well as providing information and responding to enquiries from clients regarding the Japanese market. LINC Media was founded in 1996 by current CEO and President Terrie Lloyd to support foreign firms trying to enter Japan. In the ensuing years, the company grew into a full-fledged media firm with an English-language business magazine, recruiting service and bilingual technical support service.

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