## IT Application Assistant Manager (Business Analyst) 👍 Exclusive job

## Job Information

**Recruiter**
Advisory Group K.K.

**Hiring Company**
Well Known Luxury Brand Company

**Job ID**
1466992

**Industry**
Apparel, Fashion

**Company Type**
Large Company (more than 300 employees) - International Company

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
7 million yen ~ 9 million yen

**Refreshed**
May 3rd, 2024 01:00

## General Requirements

**Minimum Experience Level**
Over 3 years

**Career Level**
Mid Career

**Minimum English Level**
Fluent

**Minimum Japanese Level**
Fluent

**Minimum Education Level**
Associate Degree/Diploma

**Visa Status**
Permission to work in Japan required

## Job Description

This luxury brand is seeking an **IT Application Assistant Manager** (**Business Analyst)** to join our team and play a crucial role in enhancing our digital, clienteling, mobile, and mobile app solutions in align with the global IT strategy for our store business. As a Business Analyst in this role, you will be responsible for understanding business requirements, analyzing data, identifying trends, and providing actionable insights to drive improvements in client engagement, mobile experience, and running projects. This role is also responsible for providing prompt support to business users and maintaining systems in a healthy state.

Main Responsibilities:

- Provide global IT strategy for digital, clienteling, mobile, and mobile apps to Japanese businesses and levarage that strategy to Japan businesses. In addition, collaborate with stakeholders across Japan business to gather and document detailed business requirements for clienteling, mobile, and mobile apps projects.

- Lead global/local project management for digital, clienteling, mobile, and mobile app initiatives, including scope definition, timeline development, resource allocation, and risk management.
- Develop and maintain detailed project plans, highlighting milestones, deliverables, dependencies, and resource requirements.
- Communicate project progress, issues, and risks to stakeholders and senior management through regular status updates and reports.
- Manage project budgets, tracking expenses and ensuring efficient resource allocation.
- Respond to customer inquiries and technical issues promptly and professionally.
- Troubleshoot and diagnose technical problems reported by customers, identifying root causes and implementing effective solutions.
- Escalate critical issues to appropriate teams for further investigation and resolution.
- Assist in creating and maintaining technical documentation, and knowledge base articles for support desk.

## Required Skills

Required Qualifications/Primary Job Requirements:

- Bachelor's degree in Business Administration, Information Technology, Project Management or a related field. PMP certification is a plus.

- Proven experience as a Business Analyst, with a focus on digital, clienteling, mobile strategies, or mobile apps in a retail or similar industry.

- Proven experience in project management, successfully delivering complex projects within scope, budget, and schedule.

- Strong analytical skills with the ability to translate complex data into actionable insights.

- Excellent communication skills, both written and verbal, with the ability to convey technical concepts to non-technical stakeholders and interpersonal skills to facilitate collaboration and build strong relationships.

- Business level of English.

- Problem-solving attitude and strategic thinking to address project challenges effectively.

- Familiarity with mobile app development processes and user experience principles.

- Knowledge and experience of Azure, Sales Force cloud, Database such as SQL server, Oracle and

  so on.

- Strong vendor management and negotiation skills.

- Excellent interpersonal skills and customer service skills.

- Ability to present ideas in business-friendly and user-friendly language.

- Highly self-motivated and directed.

- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Extensive experience working in a team-oriented, collaborative environment.

## Company Description