



Manager, Onsite Resources (IT Professional Services)

Job Information

Hiring Company

EIRE Systems K.K.

Job ID

1539411

Division

People & Operations

Industry

IT Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Toei Mita Line, Mita Station

Salary

8 million yen ~ 9 million yen

Refreshed

October 1st, 2025 08:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

For nearly 30 years, EIRE Systems has provided professional IT Services to multinational corporations operating in Japan. We offer managed IT support, outsourcing and consulting services, and many of our employees work onsite at our clients' offices in and around the Tokyo area to deliver our services to an ever-expanding client-base.

The Onsite Resources Manager is a strategically important position at EIRE Systems, with a primary focus on empowering, supporting, and engaging our deployed workforce. While maintaining a strong internal leadership role in employee relations,

performance, and career development, you will also serve as a liaison to client stakeholders to ensure service quality and alignment.

In performing the role, you will be engaged in:

- Monitoring employees' needs, performance and delivery, and aligning these with client expectations.
- Working with HR and Management on issue and conflict resolution.
- Balancing Operational Support pipelines with recruiting priorities.
- Identifying skill gaps and suggesting training/certification paths.
- Spotting and developing up-sell opportunities at client sites and working with internal recruitment and sales teams to execute.
- Working with management to conduct employee annual appraisals.
- Working with HR and management to manage the timely renewal of contracts for staff and clients.
- Working to combine people management with customer success.
- Staff communication and engagement.

Qualifications:

- Experience and track-record of success in people management and client services or operations within a staffing, consulting, or professional services business model (an IT Solutions technical background is highly advantageous)
- Bilingual Japanese and English language skill. Ability to confidently engage staff and clients/customers at a professional level using both languages.
- Maturity and professionalism in communications with both customers and employees alike.
- Ability to effectively manage and support people (teams and individual contributors) who perform differing job roles and who are working in multiple locations.

Preferred Traits:

- Empathetic leadership style with a passion for supporting teams.
- Highly organized, with strong problem-solving and follow-up capabilities.
- Confident in managing client relationships and representing the company professionally.

About EIRE Systems:

For nearly 30 years, EIRE Systems has delivered professional IT services to multinational corporations and Japanese firms expanding abroad. Founded in Tokyo by IT professionals from Ireland, we've built a truly international culture that blends the best of Japanese and Western business practices.

We work closely with our clients to:

- Manage IT infrastructure and technology upgrade projects.
- Design and implement new technology solutions.
- Provide ongoing support through remote and on-site Managed Services and Outsourcing Solutions.

Build Your Career Without Limits

At EIRE Systems, careers grow from opportunity, not seniority. As a mid-sized, international IT services firm, we give our people the freedom to shape their own paths, take on leadership early, and make a visible impact.

Why join us?

- Merit-based advancement – progress based on performance and leadership, not tenure.
- Inclusive environment – diverse, collaborative, and respectful; your voice is heard.
- Leadership opportunities – take on influential roles and help shape our future.
- Work-life balance – results-driven culture with flexibility uncommon in traditional firms.
- Regional exposure – work with clients in Japan, Hong Kong, Singapore, and Shanghai.

We value long-term partnerships while constantly developing new ones—and we recognize and reward the people who make that happen.

Required Skills

Qualifications:

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