



Onsite Resource Manager, IT Professional Services

Job Information

Hiring Company
[EIRE Systems K.K.](#)
Job ID

1539411

Division

Sales

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

7 million yen ~ 9 million yen

Refreshed

July 16th, 2025 04:00

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 Resource Manager in EIRE Systems is a strategically important position in the company, with two highly synergistic roles: Employee Relations and Client Relationship Management.

We are seeking to hire a proactive and people-focused Manager to oversee and support a diverse team of deployed professionals delivering a variety of IT services onsite at our clients. You'll function as a key point of contact for both our onsite employees and client-side stakeholders, with the goal of sustaining high levels of employee satisfaction, performance, and service delivery; in-turn making a meaningful contribution toward developing the careers of our people and ultimately enabling our business expansion vision.

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.

Required Skills

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.

Company Description