



Manager, Onsite Resources (IT Professional Services)

IT Workforce, Employee Success Manager

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 ~ 10 million yen

Refreshed

February 11th, 2026 15:00

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

The **Bilingual Onsite Resources Manager** is a strategically important position at EIRE Systems, with a primary focus on empowering, supporting, and engaging our deployed workforce. This is a unique internal leadership role focused on maintaining employee relationships, driving standards in service delivery, and guiding and supporting career development. A

secondary, and equally critical function of the role will be engaging with client-side stakeholders to garner feedback on service quality and coordinate cross-functionally to ensure service standards meet and exceed customer expectations.

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:

- Bilingual Japanese and English language skill. Ability to confidently engage staff and clients/customers at a professional level using both languages.
- 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.
- 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.
- Be comfortable with frequent travel to client sites, across Tokyo, as needed.

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

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