



Bilingual IT Manager – International Retail Company

Manage IT Infra across Japan

Job Information

Hiring Company

EIRE Systems K.K.

Job ID

1539868

Industry

Retail

Company Type

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

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Minato-ku

Salary

10 million yen ~ 12 million yen

Refreshed

July 18th, 2025 01:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Role Overview:

The IT Manager will oversee local Japan IT Operations, covering the 35 plus-user Tokyo head office and approx. 45 regional stores around Japan. This person will report to the CIO based in EMEA and communicate with the local Japan teams in coordination with global IT department located in North America. Success in this role requires Retail Industry experience.

Key Responsibilities:

- Support Japan users and provide IT infrastructure related services for the client's Japan business.
- Manage one local Japan desktop support engineer.
- Manage IT vendor relations including coordinating support for store-in-store and stand-alone store locations.
- Communicate with global help desk teams including coordinating support for the Point-of-Sale system, which is managed from North America.
- Coordinate support for business applications and databases at warehouses and retail locations.
- Ensure that the global headquarters' IT standards are understood and followed, including data security, network security etc.
- Provide training and support for client staff on IT related issues.

Required Skills

Required Qualifications:

- 5+ years of experience in IT management or a similar role
- In-depth knowledge of retail related IT systems, software, and hardware, including Cegid Retail Y2 or similar
- Strong bi-lingual communications skills in both Japanese and English
- Previous hands-on experience with MS365, Active Directory, and Azure
- Excellent troubleshooting and problem-solving abilities
- Ability to manage IT projects and deadlines efficiently
- Proficient with IT management software and tools
- Strong analytical and organizational skills

Required Language Skills:

- **English:** Business level proficiency - ability to work with and produce professional documentation and reports for global project stakeholders
- **Japanese:** Fluent/Native level - Excellent oral and written communication skills using Japanese language

❖ **Applicants MUST be resident of Japan and be available to work full-time in Tokyo.**

Company Description