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![NUCLEUS SOFTWARE]

Technical Lead - Genesys

Job Information

Hiring Company
Nucleus Software

Subsidiary
Nucleus Software KK

Job ID
1545124

Industry
Bank, Trust Bank

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
8 million yen ~ Negotiable, based on experience

Refreshed
July 10th, 2025 00:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Basic

Minimum Japanese Level
Native

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

About Nucleus:
Nucleus Software has been providing Products and Services to various Global and Regional Financial institutions, from past 36 years.
As a pioneer IT Service provider, Nucleus carry deep banking domain expertise and experience on latest technological trends.
Nucleus's developed platforms powers the operations of more than 200 financial institutions in 50 countries, supporting multiple
business vertical's, accessible through Mobile and internet channels. Their platform supports retail banking, corporate banking, cash
management, internet banking, automotive finance & other business areas.

Our software powers the operations of more than 200 Financial Institutions in over 50 countries, supporting retail lending, corporate
banking, cash management, mobile and internet banking, automotive finance, and other business areas.
▪ 36 years of focused expertise in banking and financial services,

- Entrusted by Global and Regional banks as a preferred partner for bank's Traditional to Transformative journey
- Driving large Digitalization programs for various banks using Data Science, Cloud, AI/ML, DevOps, RPA based solutions.
- An organization with "Employee First" outlook
- 100% referenceable Services customers with perfect or close to perfect C-SAT scores
- Recognized as "Great Place to Work "by a global research organization

Key Responsibilities:

JOB ROLE AND ROSPONSIBILITIES:
Work as a Senior Technical Lead to guide and support Customer IT team, business users and development team.
Responsible for managing day to day requests on SLA basis.
Do IVR development, custom report/solution development around CallCenter Platform.
Have understanding of Genesys Cloud' environment. (Genesys Pure Cloud)
Cater for projects work related to Call Center following customer specific change management process, managing scope, timelines, and quality, with full responsibility and authority to complete assigned tasks
Create, Reviews and Maintain relatd technical documents.
Good Team player with problem solving attitude, good communicator.
Develops positive relationships across the business to facilitate open dialogue.
Interact and manage different stakeholders, Business users for requirements understanding and specification preparation.
Effectively communicate to stakeholders in a timely and clear fashion. Liaise with project stakeholders including executives on an ongoing basis.

OTHER ROSPONSIBILITIES:
This role requires knowledge and understanding of Cloud services
It may require to be involved in presentation and demonstrating solutions to clients in Japan.
BASIC QUALIFICATIONS:
From Information Technology, Computer Science, Engeering discipline.
Minimum 6 years of strong experience for handing call center setup and solutioning.
Good interpersonal and communication skills with the ability to establish relationships, influence outcomes and deliver effective.
Business level Japanese is required and basic ability to read / speak English is desired.

Required Skills

Must understand business telephony & Contact Center (Cloud & Premises PBX)
Hands on experience for contact center technology.
Experience in in managing Omnichannel environments (Integrations with Chat, Mail, Video, SMS, Social, Web & Mobile) is preferred
Hands on Knowledge of 'Genesys cloud or any other contact center technology.
Implementation, understanding of Recording & Speech recognition solution.
Knowledge of VoIP, CRM (Salesforce is preferred), CTI/ IVR & SIP based products.
Do IVR development leveraging Programming skills on any language, Crystal Reports, SSIS, SQL-Server, Oracle.
Desire to have certification on any contact center technology platform, Genesys Cloud is preferred.
Understanding of AWS services
Experience in financial domain / card company / shopping portfolio is a plus.
Future Role Progression potential (for this role)
Nucleus believes in grooming and promoting the internal talent, based on individual's career aspirations and capability.
This role leads to work in the development in the latest technical architecture and lots of learning ability.

Future Career Progression:
Nucleus is well known for identifying, nurturing, and promoting the internal talent and having long mutually rewarding associations
with its performing associates. Our focus programs help our associates to continuously grow based on their capability, performance,
and career aspirations. Over coming years, this role can evolve, to Program Manager, Program Director and further on

Company Description