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EIRE
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Scrum Master & Operational Analyst (Data Platforms)

Management of Pharma Data Systems

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1554033

Industry
Pharmaceutical

Company Type
International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Shinagawa-ku

Salary
9 million yen ~ 10 million yen

Refreshed
August 13th, 2025 01:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native

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.

We have an exciting opportunity to join the local data & AI department at our global pharmaceutical client. In this role of Scrum Master & Operational Analyst, you will be part of a passionate team that is building strong data & AI culture and delivering key data transformation initiatives.

Role Overview:

The Scrum Master & Operational Analyst plays a key role in supporting the operation and continuous improvement of internal systems for the pharmaceutical data analytics platform. This platform includes a database, Tableau reports, and self-service analytics tools.

This person reports to the Data Platform Manager and is expected to contribute proactively, demonstrating a sense of ownership and professionalism while working both independently and in close collaboration with team members. This person will fulfill both roles of Scrum Master & Operation Analyst.

Key Responsibilities:

Scrum Master:
1. Plan and host scrum meetings, assist the team plan sprints, and track the development team's progress to adjust demand based on the team's workload.
2. Facilitate communication between the product owner and the development team, guiding individual team members.
3. Develop Scrum implementation standards and advocates for the use of Scrum concepts.
4. Lead the team in using JIRA/Confluence for managing requirements, development progress, and communication.
5. Process optimization for Data Platforms, including establishing rules, JIRA processes and automation, reporting, etc. wherever possible.
6. Track the statistical status of the Sprint execution, provide updates to related parties, and optimize periodic review processes.
7. Assists the product owner with demand management and prioritization.

Operation Analyst:
1. Incident/Problem Management: Conduct service now incident/request reviews, manage incident responses in collaboration with the team members to support solutions and timelines. Track and facilitate problem until closure, collaborating with data system lead and team members. Facilitate the resolution of critical issues in the absence of the System Lead.
2. Operational excellence: Act as interface between external vendor and project members. Track and facilitate operational events and tasks. Propose and execute streamlining operational processes.
3. Access and License Management: Support the product owner manage platform access and license. Manage system access for platform project members.
4. User announcements and Knowledge Base: Update upcoming events and data issue information on data platforms and the knowledge base for user guidance.

Key Relationships
• IT team: System Lead and SMEs (3 members)
• Business team: Product Owner and cohort leads (3 members)
• End Users: Employees across Sales, Marketing, Medical, Market Access (1,000 + users)
• External Vendors: Development and Operations teams

Required Skills

• Native-level Japanese and business-level English proficiency, both written and spoken
• Proven experience in IT project management or PMO roles
• Demonstrated ability to work independently and take ownership of tasks
• Strong stakeholder communication and coordination skills

Preferred Experience
• Experience in System Development (application developer or business analyst)
• Certified or experienced Scrum Master
• Familiarity with data analytics platform and tools
• Understanding of pharmaceutical business processes

Company Description