



Account Manager (IT Managed Services)

International Team, Work-Life Balance

Job Information

Hiring Company

[EIRE Systems K.K.](#)

Job ID

1559609

Division

Sales

Industry

IT Consulting

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

Train Description

Toei Mita Line, Mita Station

Salary

6 million yen ~ 9 million yen

Refreshed

September 26th, 2025 11:15

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 delivered professional IT services to multinational corporations and Japanese firms expanding abroad. Our business continues to evolve and we're now seeking to hire an **Account Manager** to focus on customer success—building strong, high-trust relationships with our Small-to-Medium Enterprise (SME) clients and drive

account growth.

You'll be their go-to partner—making sure they get real value from our IT services, resolving issues before they escalate, and uncovering opportunities to expand our solutions. Working closely with delivery and sales, you'll combine client advocacy with commercial accountability to boost satisfaction, retention, and recurring revenue.

Location: Tokyo HQ

Department: Sales

Reports To: General Manager

Role Purpose

The Account Manager owns the satisfaction, retention, and expansion of assigned SME accounts. Acting as a key client advocate, you'll partner with delivery and sales teams to ensure high-quality service, resolve issues proactively, and identifying opportunities to expand the company's service engagement. The role combines relationship management with commercial accountability, ensuring clients gain measurable value from our services while EIRE achieves recurring revenue growth.

Key Responsibilities:

1. Customer Success & Retention

- Build and maintain trust-based relationships with key client stakeholders.
- Ensure service quality, resolve escalations, and coordinate with delivery teams.
- Lead regular performance reviews to track satisfaction and renewals.
- Monitor client sentiment and share actionable feedback internally.

2. Account Growth

- Identify and pursue up-sell/cross-sell opportunities (IT support, cybersecurity, projects).
- Collaborate with technical and sales teams to scope and propose solutions.
- Manage pricing discussions, contract renewals, and commercial negotiations.
- Achieve account growth and retention targets.

3. Collaboration, Delivery Alignment & Improvement

- Partner with engineers, project managers, and service delivery managers for consistent client experience.
- Provide client feedback to inform service enhancements.
- Support on-boarding and transitions for new or expanded services.

Success Metrics:

- Client satisfaction – Customer Satisfaction Score (CSAT), and Net Promoter Score (NPS)
- Revenue growth within assigned accounts (expansion/CAGR)
- Cross-sell / up-sell conversion rate
- SLA compliance / service health scores
- Quarterly Business Reviews (QBR) completion and follow-up actions

Work Environment:

- Based in Tokyo HQ (with hybrid work options).
- Client site visits mainly in the Tokyo metropolitan area.

Required Skills

Essential:

- Strong communication skills in **Japanese and English**.
- Experience in Account Management, Customer Success, or IT Service Delivery.
- Proven record of managing and growing B2B accounts (ideally IT/managed services).
- Understanding of IT services (helpdesk, infrastructure support, security).
- Excellent listening and reporting skills

Desirable:

- Experience with multinational or enterprise clients.
 - Knowledge of ISO27001, ITIL or service management frameworks.
 - Familiarity with CRM/account planning tools (e.g. Salesforce, HubSpot).
 - Technical understanding of cloud, endpoint, and security technologies
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Company Description