Asian Productivity Organization

IT Officer (IT Administrator)

国際的な組織でITシステムの企画・導入・運用・ユーザーサポートにチェレンジ

Job Information

Hiring Company
Asian Productivity Organization

Subsidiary
国際機関 アジア生産性機構

Job ID
1567623

Division
Executive Office, Digital Support Unit

Industry
Other

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

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards, Bunkyo-ku

Salary
8 million yen ~ 11 million yen

Salary Bonuses
Bonuses included in indicated salary.

Work Hours
始業 9:30　終業 17:30　休憩　12:30〜13:30　7 時間勤務

Holidays
土　日　祝日

Refreshed
February 13th, 2026 14:01

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

The Asian Productivity Organization (APO) is a regional intergovernmental organization comprising 21members. With a Secretariat located in Tokyo, Japan, the APO contributes to sustainable economic development in the region as guided by its vision for inclusive, innovation-led productivity growth in the Asia-Pacific.
The APO is inviting applications for the position of IT officer from qualified individuals with strong qualifications, experience, and the required mindset to join its IT team at the Secretariat in Tokyo.

Duties:
Under the direct supervision of the Senior Officer of the Digital Support Unit (DSU), the IT officer is responsible for coordinating, supporting, and managing organizational systems, including the enterprise resource planning (ERP) system, customer relationship management (CRM) system, and online sites, in close collaboration with users at all levels throughout the organization and its partners.

Specific Duties:

1. In compliance with the APO's IT Security Policy and all other related rules, procedures, and internal guidelines, facilitate IT operations of the Secretariat, including providing support in implementing strategic IT initiatives, ERP/CRM systems, and assisting in supporting internal and external partners.
2. Assist in developing new IT strategies, policies, and procedures to strengthen the IT capability of the organization, procuring equipment and software, conducting user requirement studies, identifying problems, and overseeing system implementation and enhancements.
3. Perform regular administrative operations for SAP/Salesforce systems in accordance with operational manuals, including but not limited to managing multiple-user setups, profiles, and customization of reports, dashboards, records, and page layouts.
4. Address hardware, software, and user access issues, provide level-1 support and triage to the Secretariat's staff and its partners, and process escalating issues appropriately.
5. Diagnose and resolve SAP/Salesforce-related issues and tasks firsthand and in collaboration with service providers and vendors.
6. Assist in assessing organizational needs, preparing requirements, and support system development in close liaison with developers within deadlines.
7. Manage the Moodle e-Learning platform for e-courses.
8. Assist in assessing the APO's needs, prepare updated requirements for the APO website and portal, and support their development in close liaison with consultants and developers within tight timelines.
9. Assist in IT vendor management, including managing service contracts, internal documentation, and liaising with relevant parties in accordance with organizational policies.
10. Develop user manuals, guidelines, and training materials, and conduct internal and external user training sessions for knowledge transfer.
11. Perform such other duties as may be assigned by the DSU Senior Officer.

【Employment Type】
Fixed-term appointment for two years, with the possibility of reappointment at the end of the term, conditional upon satisfactory performance and organizational needs

【Salary】
A competitive salary and benefit package based on experience are offered

【Workplace】
1-24-1 Hongo, Bunkyo-ku
Tokyo 113-0033, Japan

Required Skills

Minimum Qualifications:

1. Experience:

- A minimum of five years of experience in international organizations, government institutions/agencies, the public sector, or large multinational private corporations in a professional and managerial position(s) in IT.
- Proven ability in ERP and CRM system management, including SAP and Salesforce systems.
- Proven ability to establish effective working relations in a multicultural team environment.
- Experience in SAP and Salesforce system implementation and their operational management.
- Experience in online content management systems, e-learning, website, and portal management will be an added advantage.

2. Education:

- Advanced university degree (master's degree or equivalent) in computer science, information technology, information systems, or other related fields.
- A first-level university degree in combination with two additional years of qualifying work experience may be accepted in lieu of the advanced university degree.
- Certification or recognized professional qualifications in SAP and Salesforce will be considered an added advantage.

3. Mindset:

- Strategic, innovative thinker with strong analytical abilities.
- Ability to multitask, undertake cross-functional work, and deliver results under tight deadlines.
- Consultative, with a strong teamwork and team-building orientation.
- Attention to quality, accuracy, and detail.

4. Language and Communication:

- Excellent interpersonal, negotiation, and communication skills in multicultural environments and international settings.
- High level of proficiency in both written and spoken English. Fluency in Japanese would be an advantage.

Company Description