



## Bilingual ServiceNow Expert

### Job Information

**Recruiter**

ReachExt K.K.

**Job ID**

1580180

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Tokyo - Other Areas

**Salary**

Negotiable, based on experience

**Refreshed**

June 7th, 2026 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

**■Role and Job Description**

- Provide pre-sales and post-sales technical information and support to customers considering implementing ServiceNow solutions.
- Provide technical consulting services to sales teams, including analyzing customer requirements and preparing technical proposals.
- Manage customer technical requirements from development phase to commercial release, ensuring alignment of client needs with ours solutions.
- Lead the RFI/RFQ process and gather required technical information.
- Maintain relationships with customer technical staff to drive new development opportunities.
- Assist with customer environment demonstrations and high-level architecture design, and technical presentations.

- Serve as a liaison between customers and our engineering department to resolve technical issues.
  - Develop and maintain a technical knowledge base for ServiceNow solutions and assist with the creation of proposal tools.
  - Assist with knowledge transfer and technical alignment for delivery teams to identify new business opportunities and achieve sales goals.
  - Assist with escalated client issues and provide expertise.
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## Required Skills

### Skills Required

- ServiceNow CMA or CTA
  - Experience working in technical sales or related role
  - 5+ years of experience in technical sales or consulting
  - 5+ years of experience working with ServiceNow solutions in presales or project implementation
  - Deep expertise in ServiceNow architecture, development, and management
  - Excellent communication skills in English and Japanese (additional languages preferred)
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## Company Description