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
October 25th, 2026 00:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Basic Level

Minimum Japanese Level
Native Level

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.

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)

Company Description