



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

May 10th, 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