



Technical Account Manager/ テクニカルアカウントマネージャー

Managing Core Company's Client

Job Information

Recruiter

Expert Executive Recruiters (EER Global)

Job ID

1589310

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 15 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

Monday-Friday

Refreshed

May 29th, 2026 00:00

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

Native

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

We are looking for a **customer-oriented professional** to own and grow a long-term partnership with a strategic enterprise customer. You will be responsible for **account strategy, customer relationships and account growth in close collaboration with delivery and product teams.**

This position focuses on ownership of the account, developing the portfolio of projects/ products within this client, value realization, and expansion within an existing enterprise account, building executive-level trust and ensuring long-term continuity and growth.

Delivery execution is handled by dedicated project and delivery teams.

Responsibilities

- **Own the long-term relationship with a strategic enterprise customer** and **act as the primary point of contact** for all account topics.
- Lead account planning with **key stakeholders**, aligning their business goals with our solutions and roadmap.
- Identify new business needs and work on the expansion opportunities within the account
- Partner with delivery, product, and leadership teams to ensure smooth execution and high customer satisfaction
- Prepare and run regular executive reviews to discuss progress, risks, and next steps for the account

What They Offer

- Global Exposure & Cross-Cultural Collaboration
- Scaling GenAI at Enterprise Level
- AI-Native Experiences for the World's Biggest Brands
- Shaping the Future of Telecom with Agentic Systems
- Stable position with an international organization
- Opportunity to work closely with a strategic enterprise customer
- Professional and collaborative work environment
- Long-term growth and development opportunities

Required Skills

Requirements

- **3+ years in customer-facing roles** (Account Management, Customer Success, Consulting, similar client-facing positions) in **IT, technology, telecom, or related fields**, managing external enterprise customers
- Proven experience **owning and growing key accounts** : leading client meetings, coordinating with internal teams, and maintaining long-term relationships
- **Strong ability to communicate with both business and technical stakeholders** in Japanese (native level) and English (business -communication level)
- Comfortable working in collaborative, matrixed environments with global delivery and product teams
- Experience in large, complex organizations (on the vendor or customer side) is a plus
- **Native-level Japanese and fluent English**

Company Description