Project/ Product Manager

Job Information

Recruiter
SThree K.K.

Job ID
1594685

Industry
Software

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Temp to Perm

Location
Tokyo - 23 Wards

Salary
3 million yen ~ 8.5 million yen

Refreshed
November 16th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

We are hiring a Project Manager to lead project delivery of AI-powered contact centre capabilities — chat, voice, and human-agent experiences — built on large language models (LLMs). Engineering owns technical design and implementation; you own the decision process, alignment, and delivery outcomes — facilitating trade-offs, closing gaps when priorities or opinions diverge, and keeping the team from stalling without dictating the solution.

You will run integrated project plans (timeline, dependencies, resources, risks, communication), steer work through the full delivery lifecycle, and keep scope, quality, and release readiness visible — including security, compliance, and performance and support for legal / security approvals where required.

Proficiency in Jira and Confluence is expected for day-to-day execution.

Responsibilities:

• Planning, scope, and stakeholder alignment / 計画・スコープ・ステークホルダー 連携
• Define project scope, objectives, and deliverables with business owners, product managers, and technology stakeholders.
• Build and maintain integrated plans covering timelines, milestones, dependencies, resource needs, risks, and communication cadence.
• Facilitate technical feasibility and trade-off discussions so decisions are made with the right people and information.

• Establish measurable success criteria and reporting so progress and outcomes are visible to leadership and the team.
• Driving team alignment and decisions / チームの合意形成・意思決定の推進
• Facilitate consensus on priorities, technical approach, and trade-offs without dictating engineering solutions.
• Recognise when discussions stall or decisions are avoided; reframe options, surface trade-offs, set decision deadlines, and escalate when needed.
• Bridge business requirements and technical execution so stakeholders and engineers share clear, aligned outcomes.
• Run effective meetings focused on unblocking work, resolving disagreements, and agreeing next steps — not status-only updates.
• Execution and delivery / 実行・デリバリー
• Steer work through the software development lifecycle: requirements, design, development, testing, release, and post-launch stabilisation.
• Manage scope through a lightweight, disciplined change process; ensure impact and trade-offs are understood before changes are accepted.
• Identify and manage risks and issues proactively; drive resolution and escalate with clear options when the team cannot resolve alone.
• Coordinate across workstreams, teams, and vendors; ensure integration points, handoffs, and dependencies are clear and tracked.
• Ensure security, compliance, and performance are addressed through delivery; support legal and security approval processes as required.

Required Skills

• Business-level Japanese (reading, writing, and speaking) for stakeholder communication, documentation, and meetings.
• Proficiency with Jira and Confluence as primary tools for planning, tracking, and collaboration.
• 3+ years of experience in technical project management delivering software products.
• Technical literacy sufficient to understand trade offs, and ask useful questions — you do not own technical design.
• Proven ability to drive consensus when direction is unclear, without overriding engineering judgement.
• Strong risk and issue management.
• Excellent communication and facilitation across executives, business stakeholders, and engineering.
• Experience helping a team or organisation improve how projects are run when standards, tools, or rituals were missing or inconsistent.
• Product management sensibility — challenging requirements and scope, not only accepting them.

Company Description