



## 【EN】 Senior Client Success Manager

### Job Information

**Hiring Company**

International Data Corporation Japan

**Job ID**

1595076

**Industry**

Think Tank, Research Institute

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Work Hours**

In accordance with company regulations

**Holidays**

In accordance with company regulations

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**«Job Description & Position Highlights»**

- Customer Success Role: Driving Account Growth by Supporting Customer Success
- Contribute to customer business growth and decision-making while collaborating with senior management
- Work in an environment where you can help provide insights that support the global technology market
- Build a long-term career within a growth-oriented culture unique to a global company

**【Job Responsibilities】**

The Client Success Manager (CSMs) at IDC plays a pivotal role in fostering strong bonds with customers/clients, driving their success, retention, and advocacy to support future growth. This position is dedicated to generating value for our largest enterprise customers by guiding them in developing tailored plans to onboard, adopt, and effectively utilize IDC products to achieve their desired outcomes. CSMs strive to ensure customers become healthy, adopted, and referenceable,

demonstrating tangible value-based outcomes and readiness to expand IDC product usage across their organization. Additionally, CSMs proactively anticipate and address customer concerns and challenges by implementing and promoting best practices.

Partner with our clients and account team members to deliver high-value outcomes and experiences by:

- **Driving Account Value Realization:**  
Manage customer relationships to maximize customer satisfaction and ensure continued engagement with IDC's products. Understand customers' strategic goals, challenges, and how IDC's solutions can address their needs.
- **Developing Account Strategy and Expansion:**  
Build strategic account plans to deepen relationships with client stakeholders, positioning IDC as the preferred market intelligence / tech insights partner. Engage senior customer executives to understand their vision, align on mutual goals, and map future-state roadmaps that illustrate how IDC supports their success.
- **Ensuring Customer Enablement & Adoption:**  
Manage onboarding and solution adoption, ensuring clients see value from IDC's offerings. Drive regular executive reviews and deliver customer success milestones, collaborating with internal teams to resolve customer issues, and refine product alignment.
- **Customer Relationship Development:**  
Navigate customer organizations to strengthen relationships and understand business needs.
- **Performance and Business Reviews:**  
Conduct regular business reviews, reinforce ROI, and identify innovative solutions.

#### < Why This Role Stands Out >

At IDC, your work helps shape how the world understands technology and where it goes next. You collaborate with curious, high-caliber colleagues who value rigor, integrity, and shared success. As the premier global provider of trusted technology intelligence, IDC equips business and technology leaders with the evidence they need to make confident decisions. Our insights inform strategy, investment, and innovation across industries and regions.

Recognized by IIR as Analyst Firm of the Year for five consecutive years, IDC sets the standard for credibility and impact. With more than 1,000 analysts worldwide and a truly global perspective, we combine deep expertise with practical relevance. Here, your ideas matter, your voice is heard, and your contributions provide the insights leaders rely on every day. It is meaningful work, backed by a culture that supports growth, collaboration, and long-term career development with a globally respected brand.

#### < What We Offer >

- **Individualized Culture:** An environment where you can explore new areas outside your specialty and stay engaged with work you enjoy.
- **A position in a highly professional and globally respected market research and advisory firm,** where initiative leading to results is rewarded.

#### < Equal Opportunity Employer >

IDC is committed to providing equal employment opportunities for all qualified persons. Employment eligibility verification required. We participate in E-Verify.

#### **【 Employment Type 】**

Permanent employee

#### **【 Salary 】**

Based on experience and skill level

#### **【 Working Hours 】**

In accordance with company regulations

#### **【 Work Location 】**

In accordance with company regulations

#### **【 Holidays & Leave 】**

In accordance with company regulations

#### **【 Benefits & Welfare 】**

In accordance with company regulations

## Required Skills

#### **【 What You Bring 】**

- Minimum 7+ years of customer success or account management experience within the business services, market intelligence, and tech insights industries; prior experience in market research a strong plus:
- Proven ability to understand customer business objectives, strategize around challenges, and develop growth plans focused on delivering measurable value
- Bachelor's degree required
- Excellent customer relationship skills, adept at growing and retaining accounts, identifying risks, and building new relationships
- Customer-focused with strong problem-solving abilities, creativity, innovation, and solution orientation.
- Effective written and verbal communication skills for presenting business concepts across all organizational levels in Japanese and English. Other languages are an added advantage.

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Company Description