



Retail IT specialist

Job Information

Recruiter

[Hi-Tech Japan K.K.](#)

Hiring Company

European Luxury Brand

Job ID

1597306

Industry

Apparel, Fashion

Company Type

Small/Medium Company (300 employees or less)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 8.5 million yen

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Role Overview

- Support stable IT operations across retail stores in Japan
- Lead and support retail IT projects
- Support digital transformation initiatives
- Cover POS, store systems, and infrastructure
- Work with local business stakeholders, IT teams, and external vendors
- Use data to improve store performance, efficiency, and customer experience

Key Responsibilities

Retail IT Operations

- Manage daily POS operations
- Support new store openings and closures
- Manage integration with internal systems
- Support POS / ERP / BI integration
- Provide Level 2 support for retail systems
- Improve retail system support capability
- Manage incident resolution
- Implement preventive measures

Project Management

- Lead or support retail IT projects
- Support POS enhancements
- Support system upgrades
- Support new retail application projects
- Support infrastructure refresh projects
- Define business requirements with local stakeholders
- Manage UAT
- Manage deployment
- Support post-go-live stabilization
- Track and report project progress in English and Japanese

Required Skills

Required Qualifications

- 3+ years of IT experience
- Retail industry or multi-site environment experience
- POS or retail system implementation / operations experience
- Experience leading or supporting IT projects
- Strong stakeholder management skills
- Fluent Japanese speaking and writing
- Business-level English
- Excellent interpersonal skills

Preferred Qualifications

- Apparel or fashion retail experience
- Experience in foreign-owned or global organizations
- BI tool hands-on or implementation experience
- ITIL or project management certification, such as PMP

Company Description