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ServiceNow IRM Engineer (Bilingual) - Risk Platforms, Tokyo

Bilingual ServiceNow IRM Engineer

Job Information

Recruiter

[Michael Page](#)

Job ID

1600011

Industry

Bank, Trust Bank

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

6.5 million yen ~ 8.5 million yen

Refreshed

June 26th, 2026 16:15

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This role supports the development and operation of ServiceNow-based IRM and TPRM solutions within a large financial services environment. You will collaborate regionally to maintain platform stability, enhance capabilities, and deliver effective risk and compliance tooling.

Client Details

A leading global financial services institution with a strong presence in Japan and across international markets, operating large-scale technology platforms supporting risk, compliance, and enterprise processes.

Description

- Collaborate with global stakeholders to maintain high availability of ServiceNow applications
- Develop, enhance, and support IRM and TPRM processes on the ServiceNow platform
- Build and maintain dashboards, KRI/KPI reporting, and executive risk analytics
- Integrate ServiceNow with upstream/downstream systems and data sources
- Support upgrades, patches, and enhancement releases across the platform
- Provide technical support and training to end users across risk functions
- Contribute to continuous improvement of platform processes and service delivery

- Participate in release, deployment, and change management activities

Job Offer

- Opportunity to work on enterprise-scale risk platforms with global exposure
- Career development in IRM/TPRM and ServiceNow expertise
- Collaborative, international working environment
- Hybrid work style in Tokyo
- Exposure to complex integrations, analytics, and platform enhancements

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Serena Wu on +81 3 6627 6137.

Required Skills

- Bachelor's degree in IT, Computer Science, or related field (or equivalent experience)
- ~5+ years of ServiceNow development, administration, or support experience
- Strong JavaScript and ServiceNow scripting knowledge (e.g., Script Includes, GlideAjax, Business Rules, REST APIs, workflows, UI policies, reports, ACLs)
- Hands-on experience with upgrades, maintenance, update sets, and data migration
- Experience with integrations and import sets
- Understanding of release and change management processes
- Strong troubleshooting and stakeholder communication skills
- Business-level Japanese and professional English (bilingual communication required)

Preferred

- Experience in IRM, TPRM, GRC solutions or related frameworks
 - ServiceNow CIS certification
 - Familiarity with SOX, NIST CSF, ISO 27001, COBIT, or similar standards
 - Experience with dashboards, reporting, and risk analytics
 - Basic knowledge of Linux/Windows environments
 - Experience supporting user adoption or end-user training
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Company Description

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