D365 CE / Power Platform Technical SME

Job Information

Recruiter
ReachExt K.K.

Hiring Company
IN_Subcon

Job ID
1605390

Industry
IT Consulting

Job Type
Contract

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
Negotiable, based on experience

Refreshed
November 20th, 2026 07:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

- **Customer:** IT Company
- **Location:** Otemachi (hybrid)
- **Start Date**: 10th August
- **Duration**: 1 year (3 months rolling contract-extendable)
- **Language Skills:** Japanese – Business level & English – Business Level.

Key Responsibilities

- Provide technical guidance, mentoring, and SME coaching to Delivery Partner Engineers and Support Advocates.
- Partner with SDM, CSS Learning & Development, and Worldwide Learning teams to address readiness gaps.
- Perform case inspections, triage, escalations, technical reviews, and wellness checks.
- Drive readiness content creation, training, and knowledge sharing initiatives.
- Manage collaboration activities across teams for complex technical cases.
- Contribute to supportability improvements, case pattern analysis, and deflection initiatives.
- Coordinate release management and deployment readiness activities.

- Work with quality teams to improve engagement quality and operational excellence.
- Participate in weekly business reviews and Product Group triage meetings.
- Identify process, tool, automation, and innovation opportunities.

Required Skills

Required Experience:

- 5+ years of experience in Microsoft Dynamics 365 Customer Engagement (CE)
- Strong hands-on experience with Power Platform (Power Apps, Power Automate, Dataverse)
- Experience in technical leadership, support governance, and readiness activities

Mandatory Skills

- Dynamics 365 Customer Engagement (CE)
- Power Platform (Power Apps, Power Automate, Dataverse)
- C#, .NET, JavaScript
- Azure Functions, Logic Apps, Integration Services
- Case Management and Escalation Handling
- Azure DevOps, Git, Agile Methodologies
- Business-level Japanese and English

Preferred Skills

- Microsoft Dynamics 365 Certifications
- Power Platform Certifications
- Experience with Microsoft Support/CSS environments
- Copilot Studio and AI-powered business applications

Company Description