



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

August 28th, 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.
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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
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Company Description