

【1000 ~ 1400万円】【CET】CRM OBU Medical Manager Customer Experience…

アストラゼネカ株式会社での募集です。 IT系プロジェクトマネージャーのご経験の…

Job Information

Recruiter
JAC Recruitment Co., Ltd.

Hiring Company
アストラゼネカ株式会社

Job ID
1606061

Industry
Pharmaceutical

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
10 million yen ~ 14 million yen

Work Hours
09:00 ~ 17:15

Holidays
【有給休暇】初年度 10日 1か月目から 【休日】完全週休二日制 土 日 祝日 年末年始 年末年始休暇、私傷病休暇、サバティカ…

Refreshed
November 27th, 2026 02:00

General Requirements

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

【求人No NJB2398966】
■Job purpose
AstraZeneca’s 2030 strategy is driven by its bold ambition to pioneer scientific innovation lead in key disease areas and transform outcomes for patients worldwide.
By 2030 the company aims to deliver new medicines achieve industry leading growth and set new standards for sustainability by becoming carbon negative. Positioned as a leader in leveraging technology data and artificial intelligence

AstraZeneca strives to advance healthcare and create exponential value for both patients and society.

The Customer Experience IT leads the way in shaping Japan’s business and technology landscape driving impactful contributions to our business success.
In line with the business divisions’ objectives the role holder will

・ To maximize the business value of AZ/AZKK act as a global and local Customer Experience IT initiative by ensuring effective alignment of CRM with business requirements by OBU Medical and achieving sustainable operations through AZ IT standard operation methodology.
・ Serve as focal point for the Oncology BU and Medical departments for all IT needs partnering to understand and anticipate strategic market and/or operational needs and translate those needs into effective and/or improved processes and/or technical solutions in collaboration with the associated IT department/groups.
・ Maintain accountability for manage operational implementation of CRM platforms and IT products aligned with Commercial and Medical business strategies. Responsibilities include all aspects of portfolio implementation planning platform and product roadmaps end to end technical implementation and production support services. This platform is widely used for mainly Sales reps/MSLs.

■Role and Responsibilities
・ Maximize the business value through CRM strategy platform and sustainable operations.
・ Accountable for the IT projects /IT system operations in all aspects in terms of system life cycle management ensuring that Service Management processes are in scope i.e. Incident Management Problem Management Change Management Service Level Management Configuration Management. Major scopes are commercial systems.
・ Support Future CRM projects from the perspective of existing systems in collaboration with the CRM platform Lead
・ For enhancing the accountable IT systems or new business requirements lead the IT planning process ensuring sound business cases analyzing key business requirements that support improve and/or transform business operations and strategy.
・ Develop service transition plans to ensure that delivered solutions are sustainable under the production environment including controlled hand over into operational support responsible.
・ Initiate lead and support IT projects and their delivery in accordance with project goals time scales and costs.
・ Ensure that the team adheres to all standards under the AZ global IT Policies/Guidelines including ADF SOP quality and compliance as well as processes defined technical capabilities and best practices.

・ Platform Management:
・ Oversee the day to day operations of the CRM platform （Veeva CRM / Salesforce platform） include Veeva Vault for commercial BU and Medical ensuring its availability performance and reliability.
・ Implement standard methodologies for platform maintenance and optimization.
・ Collaborate with business units to understand their needs and requirements.
・ Ensure adherence to best practices in platform development and customization.
・ Manage and document changes to the platform ensuring that changes are properly tested and do not disrupt ongoing operations.
・ Implement and carry out organizational change processes and policies.
・ Make roadmap and implement.

・ Vendor Management:
・ Maintain vendor engagement ownership in managing platform vendor strategies roadmaps aligning to Commercial IT business needs
・ Maintain accountability for party supplier performance and ensure impact assessments drive improved performance outcomes from external delivery sources.

Required Skills

■Education Qualifications and Experiences
・ Graduate degree and relevant work experience in computer science or similar.
・ 10 years+ experience in a similar or related role with a proven track record of delivering results and making the connections
between technology and business benefit/value.
・ Proven experience of IT projects Deployment Operation Maintenance relevant to commercial systems of the global companies.
・ Deploying business analysis techniques to enable business change or complex systems operations.
・ Experience of business demand intake selection solution implementing the solution and run the platform with continuous Kaizen.
・ CRM experience of manage and development
・ Extensive hands on experience with Veeva CRM and Veeva Vault in large scale implementations.
・ Expertise in designing advanced custom solutions and new capabilities on the Salesforce platform
・ Expertise in Web and Mobile Application Engineering
・ Project management experience with internal IT business stakeholders and external vendors.
・ Strong engagement communication and stakeholder management skills including excellent presentation.
・ Native or Business level Japanese
・ Business level English （meeting facilitation level）
・ Having growth mindset good team player and appreciate Diversity and inclusion.

■Preferred Skills and Capabilities
・ Fundamental knowledge of Budgetary Control Activity Planning/Control based on their mechanism as well as the knowledge of
commercial businesses.
・ Business acumen Business process management Customer focus Stakeholder management

・ Experience with other cloud based services
・ Ability to work well in a team and cross functional environment as well as work independently with limited supervision.
・ Ability to work successfully under pressure in a fast paced environment and with tight timelines.
・ ITIL certification
・ Veeva CRM and/or Veeva Vault certification
・ Salesforce Platform Certified

■Key Relationships to reach solutions
・ All levels from Sales Management to MRs/MSLs in the Business Unites Medical IBE Department Global Process Owners Program Managers of Global Commercial IT Local CET Groups

Company Description

医療用医薬品の開発、製造及び販売