Specialist, DCS Technical Account Management

NY証券取引所に上場★世界TOPシェアを誇る『医療用ガラス容器』のグローバル企業

Job Information

Hiring Company
OMPI OF JAPAN CO., LTD.

Job ID
1607244

Industry
Medical Device

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5.5 million yen ~ 7 million yen

Work Hours
In accordance with company regulations

Holidays
In accordance with company regulations

Refreshed
November 2nd, 2026 06:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Provide technical and quality support for medical glass containers, helping to solve customer challenges and support sales opportunities
- The satisfaction of solving customers' technical and quality challenges while building trusting relationships and contributing to business growth
- The satisfaction of collaborating with various internal departments—including R&D, Quality, and Sales—and driving improvements by leveraging your expertise
- A work environment where you can use English to collaborate with stakeholders both domestically and internationally

within the global setting of a company with the world's top market share

【Job Responsibilities】

< MISSION >
Provides customers with the best-in-class pre and post sales technical and quality services, focusing on products and processes to solve timely issues, addressing sales opportunities on assigned products and services portfolio.
Analyses and dispatches the customer requests, to guarantee timely prioritization and resolutions, in line with technical and quality requirements and guideline, effectively collaborates with the internal functions involved, such as Quality, Production, R&D, PM and Sales Team.
The role, through deep technical contributes in building and improving sustainable and profitable customer relationships, in line with applicable standards, regulations and policies of the company.

< KEY ACCOUNTABILITIES / DECISIONS AREA >

1. TECHNICAL BUSINESS DEVELOPMENT STRATEGY EXECUTION

- Support the execution of customer engagement activities by preparing technical materials, data and product information in line with defined commercial and technical strategies.
- Participate in customer meetings providing technical input and clarifications on products and services, successfully address potential growth opportunity addressing them to Sales team to development the pipeline.
- Ensure consistency and accuracy of technical information shared with customers.

2. PRE AND POST SALES MANAGEMENT

- Supports customer interactions by providing technical assistance and timely follow-up, contributing to effective issue resolution and ensuring alignment and standardization in coordination with Operations, Quality, and R&D.
- Participates in the negotiation of quality and technical agreements with customers along with the relevant functions and according to the leader above.
- Conduct plant visits and surveys to support issue resolution and strengthen customer relationships.
- Achieve the right balance between the customers' requests as well as standardization and efficiency and support the evaluation, development and commercialization phases for all the assigned dimensions.
- Transmits timely and structured Customer's technical and quality feedback or input, to enable the decision-making and improve the level of service.

3. CUSTOMER TECHNICAL AND QUALITY SUPPORT OPERATIONAL PROCESSES

4. Ensures seamless relationship with all relevant functions involved, dispatching process of customer request, delivering properly technical and quality specifications, documents, analysis and reports. KNOWLEDGE REPOSITORY & GUIDELINE

- Maintain a document repository updated for both technical and quality matters by collecting, categorizing and formalizing useful documents to make knowledge accessible and easily sharable across the organization.
- Participates during customer audits assigned, with the other functions involved, verifies that the proposed CAPA meet customers' request to ensure the high level and the optimization of service provided.

5. MONITORING AND REPORTING

- Elaborates properly analytical reports able at constantly monitor trends and performances, identifying and clustering issues based on type, complexity and time to answer, targets, etc.
- Analyzes trends based on voice of customer, customer feedback and market evolutions to support the Leader above at addressing and anticipating actions and initiatives able at optimizing the related KPIs and quality standards.

6. RELATIONSHIP MANAGEMENT

- Deals with the customers, arrange plant visit/ plant surveys to facilitate the technical issues resolutions as well as keep good relationship with customer.
- Interacts regularly and effectively communicates with the key internal leaders and team as well as relevant stakeholders aimed at building level of awareness on technical and quality service vision, facilitating communication and supporting them in facing technical and quality issues.

【Employment Type】
Permanent employee

【Salary】
Expected Annual Salary: 5.5 million to 7 million yen

【Working Hours】
In accordance with company regulations

【Work Location】
Tokyo

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

< Skills & Experience >

- Customer Focus
- Negotiation
- Analytical Approach
- Problem Solving
- Technical Acumen
- Decision making
- Leadership and Accountability
- Communication
- 2 years of experiences in pharmaceutical devices industries in Quality Control functions or R&D or Product Development

< Technical Competences >

- Knowledge of applicable regulatory, standards global manufacturing practices, such as local regulatory, cGMP requirements and ISO standards
- Legal and standard requirements linked to TQA.
- Knowledge of Technologies, Product and Production: process, features techniques
- Knowledge of Quality Management System: process, features techniques
- Knowledge of the main Quality tools as CAPA, Change, Deviations, OOS, audits: process, features techniques
- Project Management and Risk Management: methodologies, techniques, tools and applications
- System, tools and applications for the relevant processes (such as CRM; LN; Documenta)
- Analysis and Reporting: methodologies, techniques, tools and applications

【Ideal Candidate】
We are looking for a junior-level candidate with experience providing technical support to sales teams.
Experience in a similar industry is preferred but not required.
Average English communication skills are sufficient.

【About Reqruiting】

- Interview Process: Two rounds

Company Description