

Senior Business Analyst

Job Information

Recruiter
NEXUS Corporation

Job ID
1607483

Industry
Software

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 20th, 2026 03:00

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
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Position Details:

We are seeking a strategic Senior Business Analyst, Operational Excellence to own the operational health and continuous improvement of our BSS operational processes. You will serve as a key liaison between business stakeholders and technical teams in ensuring we deliver operational excellence. You will be responsible for identifying operational bottlenecks, leading process improvement initiatives, and ensuring our BSS systems and workflows (incl. Front End, Order Management, and Billing) align with evolving business goals and customer needs.

・Drive Operational Excellence: Proactively identify systemic process bottlenecks and operational inefficiencies impacting delivery quality.

・Functional Analysis: Perform root cause analysis on business-impacting processes, focusing on process gaps and business logic errors rather than code-level debugging.

・Lead Improvement Initiatives: Work cross-functionally to design and spearhead continuous improvement projects to streamline workflows, reduce manual intervention (including AI utilization), and improve cycle times.

・Data-Driven Insights: Define, track, and report on key operational performance metrics (KPIs) to identify trends, drive operational process improvements, and justify investments in system enhancements.

・Bridge the Gap: Act as the primary conduit between Business owners, Product Management, Engineering, and Operations teams, ensuring clear communication and alignment on project goals and system impacts.

・Requirement Ownership: Define and manage the roadmap of operational / system enhancements and fixes, ensuring priorities are aligned with business impact, revenue generation, and customer/employee experience.

・Change Management: Lead the documentation of new processes, creation of training materials, and support for the adoption of new system features or operational workflows.

・Post-Incident Review: Participate in business-focused post-mortem reviews and Root Cause Analysis (RCA) to document lessons learned and drive preventative process changes.

Work Environment

The BSS Ops Department includes team of 100 members located in Japan and India.

BSS Operations teams are normally aligned to key BSS workflows (incl. Front End, Order Management, and Billing) and key functional areas (incl. change management, customer support, incident management, etc.)

Our highly diverse team includes new graduates, mid-career professionals, and members representing over 10 different nationalities. Our mid-career hires come from a wide range of industries and backgrounds.

In terms of language use, communications with Business stakeholders are in Japanese and English, while conversations with technical teams are mainly in English.

Required Skills

Mandatory Qualifications:

・Business Analysis: Proven experience in business requirements gathering, process mapping, and functional design within an agile, enterprise-grade environment.

・Analytical Skills: Proven ability to analyze complex data to identify trends, diagnose process failures, and support decision-making. Proven experience in KPI creation, management, and reporting.

・Process Expertise: 5+ years of experience in identifying, analyzing, and driving operational process improvement initiatives. Knowledge of Software Development Life Cycle

・Communication: Exceptional stakeholder management skills; ability to articulate complex technical challenges to non-technical business leaders and vice versa.

・Tools & Methodologies: Proven Project Management experience. Demonstrated proficiency using business and data analysis tools (e.g. Power BI, SQL, SAP). Proven proficiency in data visualization. Experience with ITSM methodologies and tools (ServiceNow/Jira/Confluence).

・Professionalism: Experience working with Japanese customers, strong organizational skills, and a commitment to quality and compliance.

・Education: Bachelor’s degree in Business Administration, Computer Science, Information Technology, or related field.

Desired Qualifications:

・Process Expertise: 5+ years of experience in Telecom BSS / Order Management and billing processes, with a deep understanding of the end-to-end order lifecycle.

・Experience with ITSM methodologies (ServiceNow/Jira).

Company Description