IT, Systems & Data Management Manager

Job Information

Hiring Company
REMARK SOLUTIONS ASIA PTE. LTD.

Job ID
1608097

Division
General Affairs Department / IT & Systems Management function

Industry
Insurance

Company Type
Small/Medium Company (300 employees or less) - International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Train Description
Ginza Line, Toranomon Station

Salary
7 million yen ~ 12 million yen

Work Hours
9:30 a.m. to 5:30 p.m. (Break: 60 minutes)

Holidays
Two full days off per week (Sat, Sun, and national holidays)

Refreshed
November 10th, 2026 01:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Responsibilities range widely from the implementation and operation of core insurance systems to data management

and information security.
- As the sole IT representative for the Japanese subsidiary, you will lead the launch of the insurance business from an IT perspective.
- Enjoy a work-life balance with over 120 days off per year and approximately 5 to 10 hours of overtime per month.
- Annual salary ranges from 7 million to 12 million yen, and the company offers comprehensive benefits, including subsidies for medical checkups and other welfare services.

【Job Responsibilities】
This role is responsible for leading the build, launch and ongoing operation of the insurance application and policy administration platform, RapidX, for a newly registered small amount & short term insurance business in Japan. The platform must be deployed on cloud infrastructure located in Japan, and policyholder and related data must be managed domestically. The role covers implementation project management, system operations, data governance, information security, vendor management and practical IT support as the sole IT professional in Japan.

< Business and System Context >
EZ SSI (EZ Small Amount & Short Term Insurance Co., Ltd.) is registered as a small amount & short term insurer with the Kanto Local Finance Bureau, registration No. 122, and plans to start business within 2026.

- The business aims to provide digital-first, simple insurance experiences for younger and digitallynative customers.
- The expected product package covers core daily-life risks such as accident, hospitalization, term death and cancer.
- The distribution model is B2B2C / embedded insurance through partner member bases, apps, email, member IDs and digital customer journeys.
- RapidX will be the core system for applications, policy issuance, policy servicing, renewals, customer and policy data management, and partner connectivity.

< Key Responsibilities >
1 . System Implementation and Launch Management

- Lead the RapidX implementation plan, requirements definition, fit-gap analysis, configuration approach, migration plan, test plan and release readiness assessment.
- Manage the setup of production and non-production environments on Japan-based cloud infastructure, including data location, backup location, encryption, logging and access control.
- Coordinate ByteForce, cloud providers and other vendors for payment, eKYC, email delivery, partner integration and operational interfaces.
- Work with business functions to configure application screens, underwriting rules, policy numbers, certificates, forms, notifications, customer portal, renewal, cancellation and endorsement workflows.
- Prepare UAT, vulnerability assessment, security review, rollback plans and launch checklists, and provide input for Go/No-Go decisions.

2 . System Operations and Maintenance

- Act as the operational owner of RapidX after go-live, managing incidents, changes, problems, releases, configuration, user access and log monitoring.
- Operate SLA monitoring, support channels, initial incident triage, vendor escalation, recovery reporting and root-cause / preventive action management.
- Monitor usage, transaction volumes, errors, performance, availability and backup status, and report regularly to the General Affairs Manager and Group IT team.
- Maintain registers for cloud settings, certificates, domains, email authentication, API keys, secrets, licenses and maintenance renewal dates.

3 . Data Governance and Information Management

- Manage definitions, quality, storage, use and disposal of policyholder, insured person, beneficiary, agent, partner and policy data.
- Implement and review access controls, activity logs, restrictions on data export, encryption and masking in line with Japan privacy requirements, internal policies and vendor contracts.
- Ensure domestic data management requirements are met by clarifying data residency, backup location, support access and any remote access from overseas.
- Support audits, regulatory inquiries, complaint handling and incident investigations through controlled data extraction, evidence preservation and reporting.

4 . IT Governance, Risk and Compliance

- Develop and maintain practical policies and procedures for system risk management, customer information management, operational risk, outsourcing control and business continuity.
- Implement financial-sector cyber practices in a fit-for-size manner, including asset management, vulnerability management, log management, authentication/access control, incident response and third-party risk management.
- Manage Partner and cloud providers from the perspectives of contracts, responsibility sharing, security, audit rights, subcontracting, incident notification, data return/deletion and exit strategy.
- Plan and execute periodic access reviews, vendor reviews, BCP/DR exercises, backup restoration tests and vulnerability remediation reviews.

5 . Internal IT Support and IT Administration

- Operate day-to-day IT for a lean organization, including PCs, accounts, email, groupware, endpointsecurity, MDM, help desk and IT asset management.
- Prepare manuals and training for employees and relevant sales/partner users on system usage, information security and personal data handling.
- Design operations that avoid key-person dependency through outsourcing, standardization and automation, considering leave coverage and emergency continuity.

< Key Accountabilities / KPI Examples >

- RapidX production launch, key workflows, security settings and operating procedures completed on schedule before business launch.
- Zero critical outages and zero material data leakage incidents; regular verification of backups and recovery procedures.
- Access reviews, vendor reviews, vulnerability remediation and BCP/DR tests completed according to plan.
- Accurate and timely policy data extracts and management/regulatory reports.

< Team setup >
Initially the sole IT role in Japan; a hands-on manager working with vendors, cloud providers and the group IT team

< Core platform >
RapidX, an insurance application and policy administration system developed by Partner

< Reporting line >
- Solid line: General Manager, General Affairs of the SEED SASTI
- Dotted line: CTO or IT Director based in Malaysia

【Employment Type】
Full-time permanent employee (Manager level)
*Probationary Period: 3 to 6 months
*The employee will be employed by Remark Japan Co., Ltd. and, immediately upon commencement of employment, will be assigned on an indefinite secondment to EZ SSI (EZ Small Amount & Short Term Insurance Co., Ltd.)

【Salary】
Annual salary: JPY 7,000,000 – 12,000,000 (Monthly salary)
*The annual salary includes fixed overtime allowance equivalent to 45 hours per month, regardless of whether overtime work is performed.
*Additional overtime premium will be paid for overtime hours exceeding 45 hours per month.

【Working Hours】
9:30 a.m. to 5:30 p.m. (Break: 60 minutes)
- Actual working hours: 7 hours per day
- Overtime: Yes, approximately 5 to 10 hours per month

【Work Location】
Kasumigaseki, Chiyoda-ku, Tokyo, Japan
< Nearest station >
Toranomon Station, Tokyo Metro Ginza Line, approximately 6 minutes on foot Tokyo, Japan
*Hybrid as required

【Holidays & Leave】

- Annual holidays: 120 days or more
- Weekly holidays: Two full days off per week, Saturdays, Sundays and national holidays
- Other holidays: Summer holidays, year-end and New Year holidays, company foundation anniversary
- Annual paid leave: Available

【Benefits & Welfare】

- Commuting allowance
- Social insurance: Employees' Pension Insurance, Health Insurance, Workers' Accident Compensation Insurance and Employment Insurance
- Retirement age: 65
- Continued employment system after retirement age: Not available
- Highly Professional System: Not applicable
- Congratulatory and condolence allowance program
- Subsidy for comprehensive medical checkups for employees aged 40 or older, subject to a cap
- Enrollment in welfare benefit service “Postal Club”

Required Skills

【Required Qualifications】

- Experience implementing and operating systems in financial services, insurance, payments, SaaS or core business platforms.
- Practical understanding of cloud environments, API integration, identity/access management, logging, backup and security controls.
- Experience in vendor management, requirements definition, UAT, incident handling, change management and operating model design.
- Experience managing data and access controls for systems that handle personal information.
- Strong Japanese communication and documentation skills; working-level English for communication with the IT team and overseas stakeholders.
- Hands-on mindset and ability to solve problems directly as the sole IT professional in Japan.

【Preferred Qualifications】

- Experience with insurers, small amount & short term insurers, insurance agencies or InsurTech companies.
- Knowledge of policy administration, policy servicing, renewals, claims interfaces, agency management, sales compliance and insurance documents.

- Experience with information security, IT controls, audit support, ISMS, SOC report review and BCP/DR.
- Experience with Japan-region cloud operations, data residency and control of overseas support access.

【Desired Profile】

- Able to combine the discipline required in a regulated financial business with the speed required in a start-up environment.
- Able to clarify ambiguous requirements, prioritize issues and drive external vendors to deliver outcomes.
- Acts not merely as an IT support person, but as an accountable manager protecting policyholder data and enabling compliant insurance operations.

Company Description