

【1000 ~ 1400万円】【Alexion Japan】CRM Platform Lead

外資製薬会社での募集です。 CRM・SFA・MAのご経験のある方は歓迎です。

Job Information

Recruiter
JAC Recruitment Co., Ltd.

Hiring Company
外資製薬会社

Job ID
1610265

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
詳細は求人ご紹介時にご案内いたします。

Refreshed
October 29th, 2026 00:00

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 NJB2363008】
■Job purpose

Alexion's mission is to transform the lives of people affected by rare diseases and devastating conditions through science innovation and deep customer understanding. As part of AstraZeneca Alexion Japan is advancing this mission by strengthening commercial and medical capabilities improving the quality of customer engagement and enabling field teams with reliable compliant and insight driven digital platforms.

The Customer Experience IT function partners with Alexion Japan business medical regional/global IT and external partners to shape and operate CRM capabilities that support Alexion's strategic priorities in Japan. The role holder will maximize the business value of Alexion Japan by ensuring that CRM platforms and related digital capabilities are aligned with business needs global standards local compliance requirements and sustainable operational practices.

The CRM Platform Lead for Alexion Alexion Japan will serve as the focal point for Alexion CRM and customer engagement platform needs. The role will partner with business and medical stakeholders to understand strategic market and operational needs translate them into effective processes and technical solutions and maintain accountability for platform roadmaps implementation planning technical delivery production support vendor management and continuous improvement.

This platform is used primarily by Alexion Japan field facing teams including Sales Medical and related customer facing roles and must support high quality engagement with healthcare professionals and other relevant stakeholders while meeting AstraZeneca and Alexion governance quality security privacy and compliance expectations.

■Role and Responsibilities

・ Maximize business value through CRM strategy platform leadership and delivery of Alexion Japan customer engagement capabilities.

・ Lead projects aligned with AstraZeneca and Alexion's future CRM strategy including new platform introduction platform migration operating model evolution and the advancement of AI enabled CRM capabilities where applicable.

・ Act as the primary IT partner for Alexion Japan CRM related needs working closely with business medical local CX IT regional/global commercial IT and relevant governance teams.

・ Lead the IT planning process for accountable systems and new business requirements ensuring strong business cases clear prioritization and alignment with Alexion Japan business strategy.

・ Analyze business requirements and translate them into improved processes technical solutions platform enhancements and delivery plans that support business transformation and operational excellence.

・ Develop service transition plans to ensure delivered solutions are sustainable in the production environment including controlled handover to operational support teams.

・ Initiate lead and support IT projects in accordance with project objectives timelines budget expectations risk management and quality requirements.

・ Ensure adherence to AstraZeneca and Alexion global IT policies standards SOPs quality privacy security compliance defined technical capabilities and best practices.

■Platform Management

・ Oversee day to day operations of the CRM platform including Veeva CRM Salesforce platform components and relevant Veeva Vault integrations or services used by Alexion Japan Commercial and Medical teams.

・ Ensure platform availability performance reliability data quality and operational stability in partnership with operational support teams and vendors.

・ Implement standard methodologies for platform maintenance release management optimization and continuous improvement from a technical perspective.

・ Collaborate with Alexion Japan business units medical teams CRM managers and local/global stakeholders to understand needs and prioritize platform enhancements.

・ Ensure adherence to best practices in platform configuration development customization testing documentation and deployment.

・ Manage and document platform changes ensuring appropriate impact assessment testing approval communication and release control to avoid disruption to ongoing operations.

・ Implement and carry out organizational change processes and policies including user adoption stakeholder communication and operational readiness activities.

・ Create maintain and execute CRM platform roadmaps that support Alexion Japan business priorities and AstraZeneca global direction.

■Vendor Management

・ Maintain vendor engagement ownership for CRM platform strategy vendor roadmaps delivery quality and alignment with Alexion Japan Commercial and Medical business needs.

・ Maintain accountability for third party supplier performance issue resolution service improvement and impact assessment to drive better outcomes from external delivery sources.

・ Partner with procurement finance legal privacy security and governance stakeholders where required for contracts changes renewals compliance reviews and service performance management.

Required Skills

■Education Qualifications and Experiences

・ Graduate degree and relevant work experience in computer science information systems business technology or a related discipline.

・ 10+ years of experience in a similar or related role with a proven track record of delivering results and connecting technology capabilities with business benefit and value.

・ Proven experience in IT projects deployment operation and maintenance related to commercial or medical field systems in global companies.

・ Experience applying business analysis techniques to enable business change process improvement or complex system operations.

・ Experience in business demand intake solution selection implementation platform operation and continuous Kaizen.

・ CRM platform management and development experience preferably in life sciences specialty care rare disease or similarly regulated environments.

・ Veeva CRM and Veeva Vault certification or equivalent hands on experience with large scale implementation configuration integration and support.

・ Salesforce Platform certification or equivalent expertise in advanced custom solutions platform architecture and new capability design.

・ Expertise in web and mobile application engineering integration release management and production support.

・ Project management experience with internal IT teams business stakeholders medical stakeholders regional/global teams and external vendors.

・ Strong engagement communication facilitation and stakeholder management skills including executive level presentation capability.

・ Native or business level Japanese.

・ Business level English including meeting facilitation and collaboration with regional/global teams.

・ Growth mindset strong team orientation and commitment to diversity equity inclusion and cross functional collaboration.

■Preferred Skills and Capabilities

・ Fundamental knowledge of budgetary control activity planning/control commercial operations and medical engagement processes.

・ Business acumen business process management customer focus stakeholder management and ability to translate strategic needs into practical technology outcomes.

・ Experience with cloud based services data platforms integration services analytics and AI enabled digital capabilities.

・ Understanding of pharmaceutical specialty care rare disease or highly regulated customer engagement models is preferred.

・ Ability to work effectively in cross functional and matrix environments while also working independently with limited supervision.

・ Ability to perform successfully under pressure in a fast paced environment with tight timelines and evolving priorities.

・ ITIL certification or equivalent experience in service management incident/problem/change management and operational excellence.

■Key Relationships to reach solutions

・ Alexion Japan Commercial and Medical leadership field facing teams Sales and Medical operations Business Units IBE Local CET groups Global Process Owners Global/Regional Commercial IT Program Managers Procurement Finance Legal Privacy Security Compliance and external platform/service vendors.

Company Description

ご紹介時にご案内いたします