DCSS TECHNOLOGY JAPAN

High Touch Sales and Enterprise Account Manager

A fast-growing global IT company

Job Information

Hiring Company
DCSS Technology Japan Co., Ltd.

Job ID
1615920

Industry
Hardware

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

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Work Hours
In accordance with company regulations

Holidays
In accordance with company regulations

Refreshed
November 4th, 2026 12:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation 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≫

- Own the full sales cycle for enterprise customers, from new business development and solution proposals through contract negotiation, implementation follow-up, and renewals.
- Build strong relationships with senior executives and IT leaders and deliver tailored solutions to customer challenges, creating new business opportunities and expanding existing accounts.

- Develop your ability to lead large-scale deals by working closely with a wide range of internal and external stakeholders across technical, logistics, finance, legal, and other functions.
- Work with a diverse portfolio of enterprise customers, including major corporations, financial institutions, and data centers, while deepening your expertise in the IT infrastructure industry.

【Job Responsibilities】
This position is a sales role responsible for directly managing major corporate customers and handling the entire sales process, from developing new business opportunities and making proposals to contracts, post-implementation follow-up, and contract renewals. You will build relationships with customers' senior management, procurement departments, IT infrastructure departments, data center operations departments, and other stakeholders, and make proposals combining IT hardware maintenance, third-party maintenance, parts, refurbished products, and other solutions.

< Main Responsibilities >
Responsible for direct sales to major corporate customers, developing new customers, expanding sales with existing customers, and contract renewals.

< Customer Management >
Act as the main point of contact for customer decision-makers, procurement departments, IT infrastructure departments, and data center operations departments, and understand their issues, budgets, implementation timing, and decision-making processes.

< Internal Collaboration >
Work closely with relevant departments, including technical, service delivery, logistics, finance, and legal teams, to develop feasible proposals and ensure smooth contract execution.

< Specific Responsibilities >

1. Developing Major Corporate Customers:

- Develop sales strategies and account plans targeting major corporations, financial institutions, data centers, telecommunications carriers, SIers, and other customers
- Approach new customers, identify business opportunities, and build relationships with customers
- Understand business challenges, IT operational issues, budgets, implementation timing, selection criteria, and decision-making processes
- Confirm the current usage and future plans of existing customers and create additional business opportunities

2. Proposals and Opportunity Management:

- Propose solutions related to IT hardware maintenance, third-party maintenance, lifecycle extension maintenance, parts, and refurbished products
- Prepare and coordinate proposals, quotations, contract terms, and service scopes based on customer requirements
- Confirm the scope of maintenance, support structure, service levels, and implementation requirements in cooperation with technical and service departments
- Negotiate with customers regarding pricing, contract terms, service levels, and delivery schedules
- Respond to RFIs, RFPs, and bidding projects, and manage the progress of contract, legal, and compliance procedures
- Manage opportunity information, activity history, probability of winning, sales forecasts, and next actions using CRM

3. Existing Customer Management and Contract Renewals:

- Conduct regular customer visits and review meetings, and confirm usage status and customer satisfaction
- Expand recurring sales and the scope of business through contract renewals, upselling, and cross-selling
- Conduct internal handover after contract execution, confirm implementation status, and respond to issues and escalations
- Maintain medium- to long-term relationships with customers and develop plans for projects for the following fiscal year and beyond

4. Collaboration with Partners and Internal/External Stakeholders:

- Promote collaborative projects with SIers, distributors, resellers, and maintenance partners
- Share information with overseas offices and group companies, and coordinate proposals for global customers
- Gather market trends, competitor information, and customer needs and reflect them in sales strategies
- Participate in sales meetings and report on project progress and sales forecasts

■Key Performance Indicators:

- Sales revenue and gross profit from assigned customers
- Number of new customers, number of new contracts, and additional orders from existing customers
- Contract renewal rate and customer retention rate
- Sales pipeline, win rate, and accuracy of sales forecasts
- Customer satisfaction and status of response to key issues

【Employment Type】
Permanent employee

【Salary】
6.5 million to 8 million yen
Salary will be determined in accordance with company regulations, taking into consideration the candidate's experience, skills, and previous salary.

【Working Hours】
In accordance with company regulations

【Work Location】
Shibaura, Minato-ku, Tokyo
*In principle, this is an office-based position.

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

【Required Qualifications】

- Practical experience in B2B sales, solution sales, or account management
- Experience handling mid- to long-term sales opportunities involving multiple stakeholders
- Experience progressing sales activities from identifying customer issues, preparing proposals and quotations, and negotiating terms through to contract execution
- Experience managing sales pipelines and sales forecasts
- Ability to coordinate various matters with relevant internal departments and collaborate smoothly
- Flexible thinking and communication skills to conduct business discussions and negotiations in Japanese with senior management, procurement departments, technical departments, and other stakeholders
- Ability to visit customers and travel domestically as required
- Ability to appropriately manage internal regulations, contract terms, and confidential information

【Preferred Qualifications】

- Background in IT infrastructure, telecommunications, hardware, or maintenance services
- Experience working with SIs, ASPs, distributors, data centers, or wholesalers in a sales or partnership capacity
- A track record in outbound sales, new business development, lead generation, or B2B sales
- Knowledge of and experience with parts, refurbished products, or other IT-related products
- Experience supporting B2B sales for megabanks or other financial institutions
- Familiarity with CRM, ERP, sales management systems, or customer portals
- Experience communicating with customers or business partners by email in English, or working in a foreign-affiliated or multinational environment

【Ideal Candidate】

- Proactive in both customer outreach and sales administration
- Able to effectively organize and prioritize multiple sales opportunities and administrative tasks
- Strong communication and collaboration skills with customers, partners, and internal stakeholders
- Able to understand customer needs and proactively identify requirements, make proposals, and take action
- Able to work with a strong focus on accuracy, efficiency, and compliance

Company Description