



Morgan
McKinley

【外資系自動車グループ】プロダクトオペレーションマネージャー | コネクテッドカー

コネクテッドカーの顧客体験と運用を改善

Job Information

Recruiter

Morgan McKinley

Job ID

1616416

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

October 8th, 2026 01:36

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

コネクテッドカー向けプロダクトの顧客体験向上と運用効率化を担うプロダクトオペレーションマネージャーのポジションです。エンジニアリング、プロダクト、デザイン、経営陣、およびグローバル拠点を繋ぐ架け橋として、サポートキュー管理、障害対応ワークフローの最適化、ローカライズ戦略の推進、顧客の声（VoC）のプロダクト反映を主導します。

主な職務内容

- ・ カスタマーサポート運用の構築支援、エンジニアとの連携、製品情報の整理およびエスカレーションの効率化を推進
- ・ 平日8:00～17:00のJiraサポートキューの日常モニタリング、一次切り分け、深刻度分類および適切なチームへの振り分けを行う
- ・ 障害対応ワークフローの監督、Sev-1 インシデントのエスカレーション対応、SLOに基づく進捗管理および進捗レポートを作成
- ・ 開発チーム、経営陣、海外拠点間の円滑な連携を促進するブリッジ業務を担う
- ・ カスタマーおよび社内向けFAQ、プロダクトマニュアル、ナレッジベースの作成・更新およびローカライズ管理を主

導

- ・グローバル展開に伴う多言語ローカライズプロセスの構築、品質管理および外部ベンダー管理を行う
- ・新機能リリースやプロダクトローンチに伴う主要プロジェクトの進行管理と部門間連携をリード
- ・業務プロセスを分析して不効率を特定し、運用を最適化するツールやベストプラクティスの導入と継続的改善を推進
- ・顧客フィードバック（VoC）の収集・分析システムを構築し、具体的なプロダクト改善提案へ落とし込む
- ・必要に応じて国内自動車メーカー本拠地や米国オフィス等への出張対応を行う

Join a global automotive group as a **Product Operations Manager**, helping improve customer experience and operational efficiency for next-generation connected car products.

This position acts as a critical bridge between engineering, product, design, executive leadership, customer-facing teams, and global offices. You will lead a broad range of product operations activities, including **customer support operations, Jira support queue management, incident response, localisation, product documentation, Voice of Customer (VoC), and new feature launches**.

You will oversee the operational processes that connect customers with technical and product teams, ensuring issues are triaged effectively, critical incidents are escalated appropriately, and customer feedback is translated into actionable product improvements.

The role also offers significant international exposure. You will collaborate closely with teams in Japan and the United States, use English regularly, and may travel to domestic automotive manufacturer locations and overseas offices when required.

For an experienced Product Operations, ITSM, Technical Support, or TAM professional, this is an opportunity to take greater ownership of operational strategy while contributing to the future of **connected cars, automotive software, and next-generation mobility**.

Key Responsibilities

- ・ Support the development and improvement of **customer support operations**, partnering with engineers to organise product information and streamline technical escalation processes.
- ・ Monitor the Jira support queue during weekday operating hours, performing initial triage, severity classification, and routing issues to the appropriate teams.
- ・ Oversee incident management workflows, including escalation of **Sev-1 incidents**, progress tracking against SLOs, and preparation of status reports.
- ・ Act as a bridge between development teams, executive leadership, and global offices to facilitate effective communication and issue resolution.
- ・ Lead the creation, maintenance, and localisation of customer-facing and internal **FAQs, product manuals, and knowledge base content**.
- ・ Establish and manage multilingual localisation processes supporting global product expansion, including quality control and external vendor management.
- ・ Lead project coordination and cross-functional collaboration for major initiatives, including **new feature releases and product launches**.
- ・ Analyse operational processes to identify inefficiencies and implement tools, best practices, and continuous improvement initiatives.
- ・ Establish systems for collecting and analysing **Voice of Customer (VoC)** feedback and translate findings into actionable product improvement recommendations.
- ・ Develop and monitor operational KPIs to support data-driven decision-making and continuous service improvement.
- ・ Work closely with Product, Engineering, Design, Support, and other stakeholders to improve the end-to-end customer and product experience.
- ・ Travel to domestic automotive manufacturer locations, US offices, or other relevant sites when required.

Required Skills

必須条件 経験・資格：

- ・ プロダクトオペレーション、ITSM、テクニカルサポート管理、TAM、ローカライズ等の実務経験4年以上（社会人経験通算7年以上、L2/L3サポート経験含む）をお持ちの方。
- ・ Jiraを用いたインシデント管理やサポートツールの実務操作経験をお持ちの方。
- ・ モバイルアプリ、クラウドサービス、またはコネクテッドカー・自動車関連ソフトウェア領域での実務知見をお持ちの方。
- ・ 業務プロセスの効率化、運用KPIの設定、データに基づく改善施策の策定経験をお持ちの方。
- ・ 日本語ネイティブレベル（または同等）およびビジネスレベルの英語力（読み書き・会話）をお持ちの方。

ソフトスキル：

- ・ スピード感のある環境下で、部署横断的なコミュニケーションと的確な優先順位判断ができる方。
- ・ 大規模組織やグローバル拠点にまたがるチームと信頼関係を構築し、影響力を発揮できる方。
- ・ 顧客視点を重視し、ユーザー体験の向上に対して高い熱量を持って取り組める方。
- ・ 主体性と高い自己管理能力を持ち、チームを牽引できる方。

語学力：

- ・ 日本語：流暢
- ・ 英語：流暢

歓迎条件

- ・ コードの解読や基本的なデバッグ経験（GitHub、Swift、サーバーログ等）
- ・ 自動車業界またはコネクテッドカー技術に関するバックグラウンド
- ・ ユーザーリサーチ（ユーザー調査）の実務経験
- ・ プロダクトドキュメント作成におけるベストプラクティスの知識

この求人がおすすめの理由

- 大手自動車グループ傘下の安定した事業基盤のもと、最先端のモビリティ技術開発に携われます。
- 日米を中心としたグローバルな開発環境で、日常的に英語力を活かして活躍できます。
- 運用プロセスの構築や新機能ローンチなど、影響力の大きいプロジェクトをリードできるやり甲斐があります。
- 多様性を尊重するオープンでコラボレーティブなカルチャーの中でキャリアを磨くことができます。

Required Skills and Qualifications Experience:

- **4+ years of relevant experience** in Product Operations, IT Service Management (ITSM), Technical Support Management, Technical Account Management (TAM), localisation, or a related field.
- 7+ years of total professional experience, including experience in **L2/L3 technical support**.
- Hands-on experience using **Jira for incident management** and other customer or technical support tools.
- Practical knowledge of mobile applications, cloud services, connected car technology, or automotive software.
- Experience improving business or operational processes and identifying opportunities to increase efficiency.
- Experience defining operational KPIs and using data to develop and implement improvement initiatives.
- Experience coordinating projects and activities across multiple functions and stakeholder groups.
- Bachelor's degree.

Soft Skills:

- Strong cross-functional communication skills and the ability to make effective prioritisation decisions in a fast-paced environment.
- Ability to build trusted relationships and influence stakeholders across large organisations and geographically distributed global teams.
- Strong customer-focused mindset with a commitment to improving the **user and customer experience**.
- High level of initiative, ownership, and self-management.
- Ability to lead teams and stakeholders towards shared operational and product objectives.
- Strong coordination and problem-solving skills when managing incidents, escalations, and competing priorities.
- Comfortable working in a multicultural and collaborative global environment.

Language Requirements:

- **Japanese:** Native or equivalent level
- **English:** Business level across speaking, reading, and writing

Preferred Skills & Qualifications

- Ability to read code and perform basic debugging using tools or technologies such as **GitHub, Swift, and server logs**.
- Professional background in the automotive industry or knowledge of connected car technologies.
- Practical experience conducting user research.
- Knowledge of best practices for creating and maintaining product documentation.

Why You'll Love Working Here

- Work on cutting-edge **connected car and mobility technology** while benefiting from the stable business foundation of a major automotive group.
- Collaborate in a global development environment centred around teams in **Japan and the United States**, with regular opportunities to use English.
- Lead high-impact initiatives ranging from operational process design and incident management to new feature and product launches.
- Play an influential role in connecting customer feedback with Engineering and Product teams through **Voice of Customer (VoC)** programmes.
- Gain broad exposure across Product Operations, ITSM, technical support, localisation, product documentation, and customer experience.
- Help shape operational processes and introduce tools and best practices rather than simply maintaining established workflows.
- Develop your career in an open, collaborative, and internationally diverse environment.
- Benefit from **remote/WFH options and casual clothing**.
- Competitive compensation.

Company Description

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。