

UX Researcher

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Leading automotive manufacturer

Job ID
1617219

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 7.5 million yen

Refreshed
November 27th, 2026 22:00

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
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

This role offers the opportunity to shape connected services used by customers around the world through user-centered research, service design, and cross-functional collaboration. Working with global stakeholders across product planning, engineering, and marketing, you will help define future customer experiences and contribute to the development of innovative digital services.

Job Description
Design and execute user research activities, including interviews, behavioral observation, and other qualitative and quantitative research methods.
Identify user needs, pain points, and opportunities, translating insights into service concepts and experience improvements.
Develop customer journeys, experience models, service visions, and service requirements for new and existing offerings.
Plan and conduct user testing using prototypes and other validation methods, providing actionable recommendations for service enhancements.
Design and facilitate workshops involving stakeholders from multiple departments to align objectives and drive decision-making.
Prepare reports, communicate findings, and present recommendations to stakeholders across the organization.

Collaborate closely with planning, marketing, engineering, and other teams to support the development and evolution of connected services.

Employee Benefits:
Flexible work arrangements, including remote work options.
Open and collaborative work environment with a flexible dress code.
Opportunities to participate in design and research events to stay current with emerging methodologies and technologies.
Exposure to global projects and collaboration with international teams and customers.
Broad project involvement across multiple business functions, providing opportunities to expand expertise beyond a single domain.
Career development opportunities in service design, UX research, leadership, and management pathways within the organization.

Required Skills

At least three years of experience in service design, UX design, user research, or a related field.
Experience deriving actionable insights from qualitative and quantitative research and applying them to service improvements or new service concepts.
Experience designing end-to-end service experiences, including customer journey mapping.
Experience planning and facilitating workshops.
Experience participating in web or mobile application development projects and understanding of software development processes.
Ability to communicate effectively with diverse stakeholders and cross-functional teams.
English proficiency equivalent to TOEIC 600 or above.
Strong problem-solving skills and the ability to independently drive initiatives forward.

Company Description

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国 (また2011 年には香港・韓国にも拠点を新設予定) でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

?

We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

JAC International Co., Ltd. is a wholly owned subsidiary of JAC Recruitment. Co., Ltd.