

【1200 ~ 1800万円】Senior Manager QA Travel Development Department (…

楽天グループ株式会社での募集です。 品質保証・QA（IT）のご経験のある方は歓…

Job Information

Recruiter
JAC Recruitment Co., Ltd.

Hiring Company
楽天グループ株式会社

Job ID
1622046

Industry
Internet, Web Services

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
12 million yen ~ 18 million yen

Work Hours
09:00 ~ 17:30

Holidays
【有給休暇】■年間有給休暇/annual paid leave 初年度 10日 3か月目から First year 10 d…

Refreshed
November 12th, 2026 14:55

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 NJB2297484】
●Business Overview
Rakuten is one of the leading e commerce companies in the world. Our mission is to empower people and society through the internet while aiming at becoming the Global Innovation Company.

●Department Overview
This QA team is responsible of the Quality Assurance of the Commerce Marketing services. You can be involved in leading e commerce services and develop your skills in a global environment.

●Why We Hire

“Speed up Japan’s largest business ecosystem through quality.”
The mission of this position is to oversee the quality strategy for dozens of diverse commerce services including Rakuten Travel and to lead our global QA organization of approximately 120 members. We are not just looking for someone to 'manage testing'; we are seeking a leader who can maximize business growth through technical innovation such as driving test automation using AI and elevating the engineering capabilities of the entire organization.

We are currently in a pivotal phase of redefining what QA means. Together with our 120 team members let’s build world class quality assurance. Your leadership has the power to transform the future of Rakuten’s services and by extension the future of services in Japan. We look forward to receiving your application.

●Attractiveness
Huge business scale and real impact:

You will oversee dozens of services from Rakuten Travel and other services that support daily life in Japan to booking and leisure businesses. Your decisions will directly affect a very large number of users
Leading a strong team of 120 people:

You will lead a global team of about 120 people（mostly full time employees）with many nationalities and backgrounds. This is a rare and valuable leadership experience for your career
Investment in cutting edge tech and fast execution:

With Rakuten Group’s strong infrastructure you can build customize and roll out tools like Playwright and AI tools in house with a lot of technical freedom and speed

●Position Details
As a “manager of managers” leading about 10 managers you will have these broad responsibilities:

Create and execute org strategy:
Formulating mid to long term QA roadmaps and optimizing resources for an organization of 120 members
People management:
Develop and grow managers（mentoring/coaching）and build the next generation of leaders
Driving AI powered QA:
Introduce Rakuten’s AI tools and the latest automation tech to teams and lead QA process efficiency improvements
Stakeholder management:
Aligned QA strategies with business requirements through close collaboration with development leadership
Global Governance:
Cultivating a unified culture across cross border teams（Japan/China）and establishing global QA standards

●Work Environment
Team Structure
Total QA organization: about 120 people
Age range: mostly in their 30s to 40s
Team size: each QA team has about 5 to 10 people. It’s a global environment where both English and Japanese are used and people actively share opinions while doing QA work
Continuous learning culture: the org strongly supports ongoing growth as QA professionals through weekly section meetings for technical sharing and support for speaking at overseas conferences
Psychological safety: regular 1 on 1s and a flat environment where anyone can speak openly regardless of title

●Employee Background
Managers and QA leads who have experience leading QA organizations at global tech companies
Test engineers who used to manage large projects at SI/system integrator companies and then moved into Agile/DevOps ways of working
Specialists with deep expertise in test automation and SDET（Software Engineer in Test）who have improved and transformed organizations through technology

●Development Tools
Test automation: Playwright Appium
CI/CD: Jenkins
AI/tools: Rakuten AI（our in house AI platform）an internally built test management tool
Collaboration: Jira Confluence

●Additional information on English Qualification
TOEIC Score exceeding 800（or similar level of English ability）or a University Degree earned in an English speaking country.
Proof of qualifications will be required by the time of the job offer.
If no evidence is available to prove the qualifications denoted above taking an IP test organized by Rakuten during selection process is required.

Required Skills

●Mandatory Qualifications:
Large team management experience: Experience managing a team of 20+ people or 5+ years of experience managing managers（a “manager of managers” role）
Global communication: Business level communication skills in English（about TOEIC 800+ level）
Change management: A track record of improving and transforming an organization by not sticking to old processes and by adopting new technologies（like AI）and new ways of working

●Desired Qualifications:
Experience doing QA for a large e commerce or travel service

Experience in architecting test automation frameworks from scratch as well as driving large scale modernization of existing systems
Experience collaborating with and managing overseas offices（ offshore/nearshore ）
Advanced certifications such as ISTQB Advanced Level
Deep QA expertise: 10+ years of experience creating and running QA strategies based on software testing theory（ like ISTQB ）
At least 6 years of experience in system test management including planning test design test implementation and quality assessment for both manual and automated system tests
At least 5 years of experience leading multiple projects simultaneously in QA or development
Business level communication in Japanese

Company Description

インターネット関連事業