Application Engagement Lead (N)

Job Information

Recruiter
Izumi Network Yugen Kaisha

Job ID
1624062

Industry
System Integration

Job Type
Permanent Full-time

Location
Osaka Prefecture

Salary
9 million yen ~ 10 million yen

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General Requirements

Minimum Experience Level
Over 6 years

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

Position Overview

We are looking for an experienced Application Engagement Lead to work closely with Japanese customers, understand their business and IT requirements, and coordinate application-related initiatives and service delivery.

The role will serve as a key interface between customers and Kaizen Global's technical and delivery teams across Japan, India, and the US. The ideal candidate should have a strong understanding of enterprise applications, excellent customer engagement skills, and the ability to manage requirements, coordinate technical teams, and ensure successful delivery.

Key Responsibilities

- Act as the primary point of contact for customers regarding application-related requirements, issues, and projects.
- Understand customer business needs and translate them into functional and technical requirements.
- Coordinate application development, enhancement, maintenance, and support activities.
- Work closely with technical teams, architects, developers, and delivery managers to ensure smooth project execution.
- Monitor project progress, timelines, deliverables, quality, and issues.
- Facilitate customer meetings, requirement discussions, technical reviews, and project status meetings.
- Manage customer expectations and provide regular updates on project progress and challenges.
- Identify opportunities for application improvement, modernization, automation, and digital transformation.
- Support presales activities, solution discussions, proposals, and new business opportunities.
- Coordinate with offshore and onsite teams across Japan, India, and the US.
- Manage project financials, including revenue forecasting, cost control, and profit margin monitoring.
- Manage resource allocation and utilization, ensuring optimal staffing based on project requirements and priorities.

Required Skills

Required Skills and Experience

- 7+ years of experience in IT application development, application management, project delivery, or IT consulting.
- Good understanding of enterprise applications and application development life cycles.
- Experience in application development, enhancement, maintenance, or production support.
- Strong customer engagement and stakeholder management skills.
- Experience in requirement gathering, analysis, and coordination between business users and technical teams.
- Ability to manage project activities, timelines, deliverables, and customer expectations.
- Experience coordinating onsite and offshore delivery teams.
- Strong communication, problem-solving, negotiation, and coordination skills.
- Ability to independently manage customer requests and drive application-related initiatives.
- Business-level Japanese and working-level English communication skills.

Preferred Qualifications

- Experience in application modernization, system integration, cloud migration, or digital transformation projects.
- Experience working with Japanese enterprise customers.
- Exposure to manufacturing, automotive, semiconductor, or other industrial domains.

Role Objective

To act as a key interface between Japanese customers and Kaizen Global's technical delivery teams, ensuring effective customer engagement, smooth coordination of application initiatives, and successful delivery of IT solutions while identifying opportunities to strengthen customer relationships and expand business.

Company Description