



Onsite Resource Manager, IT Professional Services

募集職種

採用企業名

エイラシステム株式会社

求人ID

1539411

部署名

Sales

業種

ITコンサルティング

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区, 港区

最寄駅

都営三田線、 三田駅

給与

700万円 ~ 900万円

更新日

2025年08月27日 04:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

大学卒 : 学士号

現在のビザ

日本での就労許可が必要です

募集要項

For nearly 30 years, EIRE Systems has provided professional IT Services to multinational corporations operating in Japan. We offer managed IT support, outsourcing and consulting services, and many of our employees work onsite at our clients' offices in and around the Tokyo area to deliver our services to an ever-expanding client-base.

The Onsite Resource Manager in EIRE Systems is a strategically important position in the company, with two highly synergistic roles: Employee Relations and Client Relationship Management.

We are seeking to hire a proactive and people-focused Manager to oversee and support a diverse team of deployed professionals delivering a variety of IT services onsite at our clients. You'll function as a key point of contact for both our onsite employees and client-side stakeholders, with the goal of sustaining high levels of employee satisfaction, performance, and service delivery; in-turn making a meaningful contribution toward developing the careers of our people and ultimately enabling our business expansion vision.

In performing the role, you will be engaged in:

- Monitoring employees' needs, performance and delivery, and aligning these with client expectations.
- Working with HR and Management on issue and conflict resolution.
- Balancing Operational Support pipelines with recruiting priorities.
- Identifying skill gaps and suggesting training/certification paths.
- Spotting and developing up-sell opportunities at client sites and working with internal recruitment and sales teams to execute.
- Working with management to conduct employee annual appraisals.
- Working with HR and management to manage the timely renewal of contracts for staff and clients.
- Working to combine people management with customer success.
- Staff communication and engagement.

スキル・資格

Qualifications:

- Experience and track-record of success in people management and client services or operations within a staffing, consulting, or professional services business model (an IT Solutions technical background is highly advantageous)
- Bilingual Japanese and English language skill. Ability to confidently engage staff and clients/customers at a professional level using both languages.
- Maturity and professionalism in communications with both customers and employees alike.
- Ability to effectively manage and support people (teams and individual contributors) who perform differing job roles and who are working in multiple locations.

Preferred Traits:

- Empathetic leadership style with a passion for supporting teams.
- Highly organized, with strong problem-solving and follow-up capabilities.
- Confident in managing client relationships and representing the company professionally.

会社説明