

Manager, Onsite Resources (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

People & Operations

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

800万円~900万円

更新日

2025年12月03日 16:00

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 Resources Manager is a strategically important position at EIRE Systems, with a primary focus on empowering, supporting, and engaging our deployed workforce. While maintaining a strong internal leadership role in employee relations, performance, and career development, you will also serve as a liaison to client stakeholders to ensure service quality and alignment.

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.

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.

About EIRE Systems:

For nearly 30 years, EIRE Systems has delivered professional IT services to multinational corporations and Japanese firms expanding abroad. Founded in Tokyo by IT professionals from Ireland, we've built a truly international culture that blends the best of Japanese and Western business practices.

We work closely with our clients to:

- Manage IT infrastructure and technology upgrade projects.
- Design and implement new technology solutions.
- Provide ongoing support through remote and on-site Managed Services and Outsourcing Solutions.

Build Your Career Without Limits

At EIRE Systems, careers grow from opportunity, not seniority. As a mid-sized, international IT services firm, we give our people the freedom to shape their own paths, take on leadership early, and make a visible impact.

Why join us?

- Merit-based advancement progress based on performance and leadership, not tenure.
- Inclusive environment diverse, collaborative, and respectful; your voice is heard.
- Leadership opportunities take on influential roles and help shape our future.
- Work-life balance results-driven culture with flexibility uncommon in traditional firms.
- Regional exposure work with clients in Japan, Hong Kong, Singapore, and Shanghai.

We value long-term partnerships while constantly developing new ones—and we recognize and reward the people who make that happen.

スキル・資格

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