



Bilingual IT Manager – International Retail Company

Manage IT Infra across Japan

募集職種

採用企業名

エイラシステム株式会社

求人ID

1539868

業種

小売

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

契約

勤務地

東京都 23区, 港区

給与

1000万円 ~ 1200万円

更新日

2025年08月22日 12:00

応募必要条件

職務経験

10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

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

Role Overview:

The IT Manager will oversee local Japan IT Operations, covering the 35 plus-user Tokyo head office and approx. 45 regional stores around Japan. This person will report to the CIO based in EMEA and communicate with the local Japan teams in coordination with global IT department located in North America. Success in this role requires Retail Industry experience.

Key Responsibilities:

- Support Japan users and provide IT infrastructure related services for the client's Japan business.
- Manage one local Japan desktop support engineer.
- Manage IT vendor relations including coordinating support for store-in-store and stand-alone store locations.
- Communicate with global help desk teams including coordinating support for the Point-of-Sale system, which is managed from North America.
- Coordinate support for business applications and databases at warehouses and retail locations.
- Ensure that the global headquarters' IT standards are understood and followed, including data security, network security etc.
- Provide training and support for client staff on IT related issues.

スキル・資格

Required Qualifications:

- 5+ years of experience in IT management or a similar role
- In-depth knowledge of retail related IT systems, software, and hardware, including Cegid Retail Y2 or similar
- Strong bi-lingual communications skills in both Japanese and English
- Previous hands-on experience with MS365, Active Directory, and Azure
- Excellent troubleshooting and problem-solving abilities
- Ability to manage IT projects and deadlines efficiently
- Proficient with IT management software and tools
- Strong analytical and organizational skills

Required Language Skills:

- **English:** Business level proficiency - ability to work with and produce professional documentation and reports for global project stakeholders
- **Japanese:** Fluent/Native level - Excellent oral and written communication skills using Japanese language

※Applicants MUST be resident of Japan and be available to work full-time in Tokyo.

会社説明