o9

Functional Consultant, Client Success

募集職種

採用企業名
o9ソリューションズ・ジャパン株式会社

求人ID
1558327

業種
SIer・システムインテグレーター

雇用形態
正社員

勤務地
東京都 23区, 港区

最寄駅
山手線、　品川駅

給与
650万円 ~ 経験考慮の上、応相談

更新日
2026年02月19日 15:00

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

日本語レベル
ネイティブ

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

Transforming the Future of Enterprise Planning

At o9, our mission is to be the Most Value-Creating Platform for enterprises by transforming decision-making through our AI-first approach. By integrating siloed planning capabilities and capturing millions—even billions—in value leakage, we help businesses plan smarter and faster.

This not only enhances operational efficiency but also reduces waste, leading to better outcomes for both businesses and the planet. Global leaders like Google, PepsiCo, Walmart, T-Mobile, AB InBev, and Starbucks trust o9 to optimize their supply chains.

About the role...

In this role, we are looking for energetic folks, who are having a deep domain understanding of Demand Planning/ Supply Planning/ S& OP Implementation and hands- on experience in any of the enterprise planning tools to proactive customer

delight in a fast-paced, dynamic environment.

What you'll do for us…

- Demonstrate thorough knowledge of industry best practices, business processes, o9's solutions, technical architecture, and value proposition.
- Responsible for solution usability and uptime by resolving any customer issues in a timely fashion, ensuring accuracy of data loads and validating the e2e workflows.
- Identify any design issues in the existing setup and co-ordinate with other o9 consultants to solve the business problem. Be the single point of contact for any platform level upgrade/patch/hotfix.
- Configure the o9 platform based on the change requests/enhancements post go-live and deliver them to solve deep operations / supply chain problems.
- Create and execute workflow and data analytics test-cases. Work on bugs/issues and track progress at resolving issues using a support tool.
- Support Super User and End User training, for a global user base.
- Actively help in improving internal processes and product features based on customer feedback by interfacing with the development and operations teams.
- Limited travel to customer site

Employee Testimonial…

"I'm happy to be a part of Customer Success team where members always learn and work for Client Value, which is one of the five core values at o9.

Succeeding in achieving client satisfaction is the most worthwhile moment for me, which makes me feel proud of my team and my own growth." Y. Hasegawa, Consultant, Client Success.

More about us…

At o9, transparency and open communication are at the core of our culture. Collaboration thrives across all levels—hierarchy, distance, or function never limit innovation or teamwork. Beyond work, we encourage volunteering opportunities, social impact initiatives, and diverse cultural celebrations.

With a $3.7 billion valuation and a global presence across Dallas, Amsterdam, Barcelona, Madrid, London, Paris, Tokyo, Seoul, and Munich, o9 is among the fastest-growing technology companies in the world. Through our aim10x vision, we are committed to AI-powered management, driving 10x improvements in enterprise decision-making. Our Enterprise Knowledge Graph enables businesses to anticipate risks, adapt to market shifts, and gain real-time visibility. By automating millions of decisions and reducing manual interventions by up to 90%, we empower enterprises to drive profitable growth, reduce inefficiencies, and create lasting value.

o9 is an equal-opportunity employer that values diversity and inclusion. We welcome applicants from all backgrounds, ensuring a fair and unbiased hiring process. Join us as we continue our growth journey!

スキル・資格

What you'll have...

- **Experience:** 2+ years of hands -on experience in any of the enterprise planning application tools and knowledge and training in databases (SQL Server, MySQL) is a MUST.
- Statistical, Optimization and Simulation skills through software tools and packages like R/Java script/python is desirable.
- **Education:** Bachelor's/Engineering degree in Computer Science, Engineering or related field.

- **Skills:** Statistical, Optimization and Simulation skills through software tools and packages like R/Java script/python is desirable.
- Deep understanding of supply chain planning concepts including Demand Management, Distribution Planning, Master Planning, and S&OP.
- Knowledge and training in databases (SQL Server, MySQL) and skills one or more languages like SQL, MDX, T-SQL or similar is desirable.
- Proficient in the use of Microsoft Excel/PowerPoint for analysis and presentation
- English : Business level is required
- Japanese: Native level is a must.

- **Characteristics:** Strong ability to lead by example and demonstrate proficiency in both product and domain.

- Patient listener with the ability to clearly articulate your view point to manage and deliver to customer expectations, even under pressure.
- Ability to analyze and process large amounts of data and complement it with intuition to prioritize and focus on the highest value opportunities or the biggest risks is key.
- We really value team spirit: Transparency and frequent communication is key. At o9, this is not limited by hierarchy, distance, or function

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会社説明