EIRE
www.eiresystems.com

Technical Account Manager - IT Managed Services

Client Relationship Manager, SME clients

募集職種

採用企業名
エイラシステム株式会社

求人ID
1574486

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 ~ 1000万円

更新日
2026年05月01日 11:00

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 delivered professional IT services to multinational corporations and Japanese firms expanding abroad. Our business continues to evolve and we're now seeking to hire an **Technical Account Manager** to focus on customer success—building strong, high-trust relationships with our Small-to-Medium Enterprise (SME) clients and

drive account growth.

You'll be their go-to partner—making sure they get real value from our IT services, resolving issues before they escalate, and uncovering opportunities to expand our solutions. Working closely with delivery and sales, you'll combine client advocacy with commercial accountability to boost satisfaction, retention, and recurring revenue.

Location: Tokyo HQ

Department: Sales

Reports To: General Manager

Role Purpose

The Technical Account Manager is responsible for driving up satisfaction, retention, and expanding our engagements with assigned SME accounts. Acting as a key client advocate, you'll partner with delivery and sales teams to ensure high-quality service, resolve issues proactively, and identifying opportunities to expand the company's service engagement. You'll take a leading role in coordinating IT projects with key customers, ensuring smooth delivery and successful outcomes. The role combines relationship management with commercial accountability, ensuring clients gain measurable value from our services while EIRE achieves recurring revenue growth.

Key Responsibilities:

1. Customer Success & Retention

- Build and maintain trust-based relationships with key client stakeholders.
- Ensure service quality, resolve escalations, and coordinate with delivery teams.
- Coordinate multiple projects of varying complexity, ensuring plans are communicated and adhered to.
- Lead regular performance reviews to track satisfaction and renewals.
- Monitor client sentiment and share actionable feedback internally.

2. Account Growth

- Identify and pursue up-sell/cross-sell opportunities (IT support, cybersecurity, projects).
- Collaborate with technical and sales teams to scope and propose solutions.
- Manage pricing discussions, contract renewals, and commercial negotiations.
- Achieve account growth and retention targets.

3. Collaboration, Delivery Alignment & Improvement

- Partner with engineers, project managers, and service delivery managers for consistent client experience.
- Provide client feedback to inform service enhancements.
- Support on-boarding and transitions for new or expanded services.

Success Metrics:

- Client satisfaction – Customer Satisfaction Score (CSAT), and Net Promoter Score (NPS)
- Revenue growth within assigned accounts (expansion/CAGR)
- Cross-sell / up-sell conversion rate
- SLA compliance / service health scores
- Quarterly Business Reviews (QBR) completion and follow-up actions

Work Environment:

- Based in Tokyo HQ (with hybrid work options).
- Client site visits mainly in the Tokyo metropolitan area.

スキル・資格

Essential:

- Strong communication skills in **Japanese and English.**
- A background in technical IT solutions or services (systems/network infrastructure, IT helpdesk, etc.).
- Experience in Account Management, Customer Success, or IT Service Delivery.
- Experience managing small-to-medium scale IT projects (such as PC upgrades, cloud migrations, etc.)
- A track-record of managing multiple B2B accounts (ideally IT/managed services).
- Excellent listening and reporting skills

Desirable:

- Technical understanding of cloud, endpoint, and security technologies
- Experience with multinational or enterprise clients.
- Knowledge of ISO27001, ITIL or service management frameworks.
- Familiarity with CRM/account planning tools (e.g. Salesforce, HubSpot).

会社説明

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