



[~1.3M JPY/month] Program Manager I PaaS post-implementation

募集職種

人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

採用企業名

A leading cloud-based platform for Loyalty programs, commerce an

求人ID

1586125

業種

ソフトウェア

雇用形態

契約

勤務地

東京都 23区

給与

1000万円 ~ 1500万円

更新日

2026年04月08日 14:46

応募必要条件

職務経験

6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

流暢

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

- Act as the primary point of contact between global teams (US / India) and the Japan-based client, ensuring clear communication and alignment
- Manage client relationships and overall account health, maintaining high levels of satisfaction and engagement
- Lead post-implementation program delivery, including timelines, milestones, and ongoing service quality
- Coordinate cross-functional teams (Engineering, Product, etc.) to deliver solutions aligned with client business objectives
- Drive issue resolution, proactively identify risks, and ensure successful outcomes
- Provide strategic recommendations to optimize the client's use of the platform and maximize business value
- Lead client meetings, including preparation of materials and alignment with internal stakeholders
- Support account growth activities (e.g. change requests, enhancements) while maintaining a strong partnership with the client
- Oversee account-related processes such as contract alignment, renewals, and financial tracking
- Provide on-call support when required

スキル・資格

Required Skills:

- Extensive experience as a Program Manager/Product Owner/Senior Project Account Manager within the Technology industry
- Proven ability of client-side account ownership, relationship building, stakeholder management
- Technically savvy, familiar with SaaS technology implementations and has ability to provide guidance for issue resolution and delivery.
- Business skills, proficiency with Microsoft, Google business tools, Jira and Confluence.
- Project leadership and relationship management are important (positivity, collaboration, ability to work under pressure, solution orientated as opposed to problem orientated)
- Ability to drive a project forward while fostering a good relationship is critical

Why should you apply:

- Opportunity to work on exciting loyalty program implementation
- Utilize Program Management skills in a pivotal client facing role
- Great base salary + transport, overtime and hybrid WFH workstyle

Working Hours: 9:00 AM – 6:00 PM, Monday to Friday

Work Style: Hybrid

Holidays: Weekends (Saturday and Sunday), national holidays, year-end/New Year holidays, paid leave, and other special leave

Benefits: Full social insurance coverage, Defined contribution (DC) pension plan, Commuting allowance, Skillhouse university, test fee reimbursement system, etc.

会社説明