Data Center Engineer / M&E Manager

募集職種

人材紹介会社
Cornerstone Recruitment Japan 株式会社

求人ID
1612956

業種
その他（IT・インターネット・ゲーム）

雇用形態
契約

勤務地
東京都 23区

給与
850万円 ~ 1100万円

更新日
2026年10月28日 00:00

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
ビジネス会話レベル

最終学歴
高等学校卒

現在のビザ
日本での就労許可が必要です

募集要項

Job Description

MDM Operations Lead

Position Information

Job Title: MDM Operations Lead
Department: Commercial Data & Digital Deparartment
Reports To: Data Engineering Manager / Data Engineering Lead
Location: Tokyo (Hybrid)
Employment Type: Contract

Position Summary

The MDM (Master Data Management) Operations Lead is responsible for the day-to-day operation, governance, and

continuous improvement of enterprise master data capabilities, with a primary focus on customer, account, product, and reference master data domains. This role serves as the operational owner of master data processes, ensuring that business data remains accurate, governed, and aligned across systems and business functions. Working closely with business stakeholders, Data Stewards, Product Owners, and technology teams, the MDM Operations Lead oversees data quality management, hierarchy maintenance, business rule adherence, and governance workflows that support trusted enterprise data.

The role plays a critical part in sustaining the long-term success of MDM initiatives by establishing and operating governance processes, coordinating data stewardship activities, managing data quality issues and remediation efforts, and driving continuous improvement of master data operations. The MDM Operations Lead acts as the bridge between business ownership and technical delivery teams, ensuring that data standards, governance policies, and operational processes are consistently applied while enabling the organization to maximize the value of its master data assets. Success in this role is measured through improvements in data quality, governance maturity, operational efficiency, and stakeholder confidence in enterprise master data.

Domain Focus

The role supports enterprise Master Data Management (MDM) operations and data governance initiatives, including:

- Customer, account and reference master data management
- Customer and account hierarchy administration and maintenance
- Golden record governance and survivorship management
- Data stewardship processes and operating models
- Master data governance, ownership, and approval workflows
- Data quality monitoring, issue management, and remediation coordination
- Reference data onboarding and lifecycle management
- Business rule governance and change control processes
- Master data maintenance and operational support activities
- Cross-system master data synchronization and operational oversight
- Data standards, business definitions, and metadata management
- Data lineage, auditability, and compliance requirements
- MDM platform operations and adoption
- Continuous improvement of master data processes and governance practices

Key Responsibilities

Master Data Operations & Stewardship

· Own the day-to-day operation and administration of enterprise master data processes across customer, account and reference data domains.

· Manage master data maintenance activities, including hierarchy updates, record creation, change requests, and lifecycle management processes.

· Coordinate and support business Data Stewards, Data Owners, and subject matter experts to ensure master data remains accurate, complete, and fit for purpose.

· Ensure master data changes are reviewed, approved, documented, and implemented in accordance with governance policies and business rules.

· Act as the primary operational contact for master data-related issues, requests, and escalations.

Data Governance & Compliance

· Execute and continuously improve master data governance processes, standards, policies, and controls.

· Facilitate governance forums, data reviews, and approval workflows involving business and technology stakeholders.

· Maintain business definitions, data standards, stewardship procedures, and governance documentation.

· Ensure compliance with data governance, audit, security, privacy, and regulatory requirements.

· Monitor adherence to established business rules, hierarchy standards, and master data operating procedures.

Data Quality Management

· Monitor master data quality through established metrics, dashboards, exception reports, and governance controls.

· Investigate data quality issues, identify root causes, and coordinate remediation activities with business and technical teams.

· Drive continuous improvement initiatives focused on data accuracy, consistency, completeness, and timeliness.

· Coordinate validation and approval activities for data cleansing, reconciliation, matching, and golden record processes.

· Establish and maintain operational processes for managing data quality exceptions and governance-related issues.

Business Process & Operational Support

· Define, document, and maintain operational procedures supporting master data maintenance and governance activities.

· Support onboarding of new master data domains, hierarchy structures, reference data sources, and governance processes.

· Provide guidance and training to business users, Data Stewards, and stakeholders on master data processes and standards.

· Support operational readiness, transition, and handover activities for new master data capabilities and enhancements.

· Identify opportunities to improve operational efficiency through process standardization and automation.

Collaboration & Stakeholder Engagement

· Partner with Business Systems Users, SMEs, Project Managers, Business Systems Analysts, Data Architects, and Data Engineers to ensure alignment between governance requirements and technical solutions.

· Collaborate with business stakeholders to resolve data ownership, hierarchy management, and governance issues.

· Provide input into requirements, business rules, and operational process design for new master data initiatives.

· Support change management, communication, and adoption activities related to master data capabilities.

· Serve as an advocate for data governance best practices across the organization.

Continuous Improvement & MDM Capability Development

· Drive the maturation of master data governance and stewardship capabilities across the enterprise.

· Identify opportunities to improve governance processes, operating models, and service levels.

· Support the evolution of MDM platforms, workflows, and operational processes in partnership with business and technology teams.

· Measure and report on governance effectiveness, operational performance, and data quality outcomes.

· Contribute to the long-term roadmap for enterprise master data management capabilities.

Required Qualifications

Experience

- 5+ years of experience in Master Data Management (MDM), Data Governance, Data Stewardship, Data Quality, Business Operations, or related disciplines.
- Experience managing or supporting customer, account, product, vendor, or reference master data processes.
- Experience operating data governance frameworks, stewardship programs, or master data operating models.
- Experience managing data quality issues, remediation activities, and governance workflows across multiple business

functions.

- Experience coordinating with business stakeholders, SMEs, business systems users, and technology teams to resolve data-related issues and drive process improvements.
- Experience documenting and maintaining business rules, data standards, governance procedures, and operational processes.
- Experience supporting enterprise system implementations, data migrations, or master data transformation initiatives.

Data Governance & Operational Skills

Required

- Master Data Management (MDM) concepts and operating models
- Data governance and stewardship practices
- Data quality monitoring, issue management, and remediation
- Business rule management and change control processes
- Customer, account, product, or reference data management
- Data lifecycle management and operational support processes
- Root-cause analysis and issue resolution
- Process documentation and operational procedure development
- Governance reporting, metrics, and performance tracking
- Advanced Excel and data analysis capabilities

Preferred

- Data quality tools, dashboards, and monitoring frameworks
- Data lineage, metadata, and business glossary management
- SQL for data validation and investigation
- MDM platforms such as Stibo or similar solutions
- CRM, ERP, or enterprise application ecosystems
- Workflow and approval management systems
- Reporting and analytics platforms (Power BI or similar)

Knowledge & Skills

· Strong understanding of data governance principles and master data best practices.

· Ability to balance governance requirements with business operational needs.

· Strong analytical and problem-solving skills with a focus on operational excellence.

· Excellent stakeholder management and communication skills.

· Ability to drive consensus across business and technology teams.

· Strong organizational skills and attention to detail.

· Ability to establish, maintain, and improve operational processes.

· Ability to manage multiple priorities in a dynamic business environment.

Leadership Expectations

· Demonstrates ownership and accountability for master data outcomes.

· Promotes a culture of data quality, governance, and stewardship.

- Influences stakeholders without direct authority.
- Drives continuous improvement of governance processes and operational effectiveness.
- Serves as a trusted advisor on master data and governance matters.

Competencies

Master Data & Governance Competencies

- Master Data Management principles and operating models
- Data governance and stewardship practices
- Data quality management and remediation processes
- Customer, account, product, and reference data management
- Hierarchy management and maintenance
- Business rule governance and change control
- Data standards, business definitions, and metadata management
- Data lifecycle management and operational support
- Data issue investigation, root-cause analysis, and resolution coordination
- Governance metrics, monitoring, and performance reporting

Operational Competencies

- Operational process design and continuous improvement
- Workflow management and approval processes
- Exception management and escalation handling
- Policy and procedure development
- Service-oriented mindset and operational excellence
- Risk identification and mitigation
- Audit readiness and compliance support
- Prioritization and management of competing operational demands

Professional Competencies

- Strong stakeholder engagement and relationship management
- Effective facilitation and consensus-building skills
- Strong analytical and problem-solving mindset
- Excellent written and verbal communication skills
- Attention to detail and commitment to data accuracy
- Ability to influence without direct authority
- Strong organizational and coordination skills
- Ownership, accountability, and decision-making capability
- Continuous improvement mindset
- Ability to balance governance requirements with business needs

Leadership Competencies

· Promotes a culture of data stewardship and accountability

· Drives adoption of governance processes and standards

· Builds alignment across business and technology teams

· Champions data quality and operational excellence

· Coaches and supports Data Stewards, business users, and stakeholders

· Leads through influence, collaboration, and subject matter expertise

Languages

· Japanese: Business-level proficiency required (written and verbal)

· English: Business-level proficiency preferred but not required

· Ability to communicate effectively with business stakeholders, Data Stewards, technology teams, and leadership in a multicultural environment

Success Measures

The successful candidate will:

· Maintain accurate, complete, and trusted master data across customer, account and reference data domains.

· Ensure master data governance processes, approval workflows, and stewardship activities are consistently executed and adopted across the organization.

· Improve data quality by proactively identifying, tracking, and resolving data issues, exceptions, and governance gaps.

· Maintain customer and account hierarchies that accurately reflect business structures and support operational, analytical, and reporting needs.

· Establish and sustain clear ownership, accountability, and stewardship responsibilities for master data assets.

· Reduce manual effort, duplicate records, and data inconsistencies through effective governance, process improvement, and operational controls.

· Ensure master data changes are processed efficiently, accurately, and in accordance with approved business rules and governance standards.

· Maintain high levels of stakeholder confidence in enterprise master data through transparency, responsiveness, and operational excellence.

· Drive continuous improvement of MDM processes, governance frameworks, service levels, and operational procedures.

· Support successful onboarding of new master data domains, business processes, and enterprise systems while maintaining governance and quality standards.

· Ensure master data remains audit-ready, traceable, and compliant with organizational policies and regulatory requirements.

· Provide meaningful governance and data quality metrics that enable leadership to monitor operational performance and make informed decisions.

What Success Looks Like in Practice

· Business users trust the data and spend less time investigating inconsistencies or performing manual corrections.

· Data quality issues are identified and resolved before they impact business operations or reporting.

· Hierarchy changes, master data updates, and governance approvals are processed efficiently and consistently.

· Business rules, data standards, and stewardship responsibilities are clearly understood and followed across the organization.

· Governance forums are effective, action-oriented, and drive measurable improvements in data quality and operational performance.

· The Account Master and other master data domains continue to operate successfully after project delivery, with clear ownership and sustainable operational processes.

Preferred Experience

Governance & Operational Experience

Experience with one or more of the following is highly desirable:

· Master Data Management (MDM) platforms and operating models

· Data governance frameworks and stewardship programs

· Business process modeling and workflow design (BPMN or similar methodologies)

· Data quality monitoring, issue management, and remediation processes

· Governance workflow, approval, and change management processes

· Metadata management, business glossaries, and data standards administration

· AI-assisted productivity and analysis tools (e.g., Microsoft Copilot, ChatGPT, Claude, or similar)

Domain Experience

Experience supporting one or more of the following areas is highly desirable:

· Customer, account, or sales master data management

· Enterprise Master Data Management (MDM) initiatives

· Data governance and data quality programs

· CRM platforms and customer data ecosystems

· ERP implementations and enterprise business systems

· Supply chain, logistics, or commercial operations processes

· Consumer packaged goods (CPG), food & beverage, retail, or related industries

Additional Advantage

Experience with:

· Managing customer hierarchies, account hierarchies, or organizational structures

· Coordinating Data Stewards, Data Owners, and governance stakeholders

· Supporting master data migrations, cleansing initiatives, or system transformations

· Establishing governance metrics, service levels, and operational performance measures

· Operating MDM solutions such as Stibo or similar platforms

· Supporting audit, compliance, or regulatory requirements related to enterprise data

Working Relationships

Internal

- Business Data Owners and SMEs
- Commercial, Sales, Customer Operations, Supply Chain, and Finance stakeholders
- Project Managers and Program Managers
- Business Systems Analysts
- Data Architects and Enterprise Architecture teams
- Data Engineers and Analytics teams
- Application Owners and Platform Support teams
- Information Security, Risk, and Compliance teams
- Senior Leadership and Governance Committees

External

- Technology vendors
- Consulting partners
- External reference data providers

Key Relationship Expectations

· Act as the primary operational owner and point of contact for master data governance and stewardship activities.

· Build strong partnerships with Business Data Owners and Data Stewards to ensure clear ownership, accountability, and adherence to governance standards.

· Coordinate with Data Engineers, Architects, and Application Owners to ensure master data requirements are reflected in technical solutions and operational processes.

· Facilitate governance forums, stewardship reviews, and data quality discussions across business and technology teams.

· Partner with business stakeholders to resolve hierarchy management, data quality, and master data maintenance issues.

· Ensure effective communication of governance policies, business rules, data standards, and operational procedures.

· Support successful transition of new master data capabilities from project delivery into ongoing operations.

会社説明