

PR/124141 | Commercial Technology Team Leader

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント インドネシア

求人ID
1618620

業種
ITコンサルティング

雇用形態
正社員

勤務地
インドネシア

給与
経験考慮の上、応相談

更新日
2026年11月03日 08:00

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
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

The Commercial Technology Team Leader role leads a team responsible for API integrations, connectivity management, client onboarding, and technical operations within a fast-paced travel technology environment. The position combines technical expertise, people leadership, stakeholder management, and operational excellence, serving as a key link between Commercial, Product, Technology, Operations, and external partners to support seamless integrations, high-quality service delivery, and continued business growth.

Responsibilities

- Lead, coach, and develop a team of Commercial Technology Specialists
- Manage team performance, workload prioritisation, and escalation handling
- Oversee API client onboarding, integrations, and connectivity projects
- Ensure successful hotel mapping, content synchronisation, and booking flow validation
- Monitor and optimise API performance, integration quality, and customer satisfaction

- Act as the senior escalation point for complex technical and production issues.
- Collaborate with Product, Technology, Operations, and Commercial teams to resolve issues and improve platform performance
- Drive process improvements, operational excellence, and service quality
- Maintain documentation, knowledge bases, and integration standards
- Ensure compliance with service-level agreements (SLAs), internal processes, and service delivery standards

Requirements
- 3–5 years of experience in commercial technology, application support, connectivity management, technical account management, system integrations, or related fields
- 2–3 years of people management experience leading technical or operational teams
- Proven experience managing API integration projects and stakeholder relationships
- Strong background in incident management, technical troubleshooting, and service delivery
- Willingness to work a rotating shift from 14:00 to 23:00, including rotating weekend shifts

Technical skills
- Solid understanding of REST and SOAP APIs.
- Knowledge of XML and JSON.
- Understanding of API integrations and connectivity management.
- Proficiency in SQL and database querying.
- System integration analysis skills.
- Knowledge of incident and problem management.
- Technical troubleshooting and monitoring skills.
- Experience with tools such as Postman, Azure DevOps, Confluence, Power BI, and other automation and analytics tools

About the company
A leading global company in the travel technology industry that connects travel buyers with an extensive network of accommodation and travel product suppliers. The company provides technology-enabled distribution and marketplace solutions through API connectivity, scalable integrations, and global partnerships, with a focus on innovation, customer success, and operational excellence.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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会社説明