



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10月20日 10:32

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.

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会社説明