



Senior Project Manager

Job Information

Hiring Company[NICE Japan Company Ltd](#)**Job ID**

1455220

Industry

Software

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Salary

Negotiable, based on experience

Refreshed

July 8th, 2024 09:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

At NICE, we don't limit our challenges. We challenge our limits. Constantly. We're relentless. We're ambitious. And we make an impact. Our NICErs bring their A game and spend each day turning it into an A+. And if you're like us, we can offer you the kind of challenge that will light a fire within you.

So, what's the role all about?

As the Senior Project Manager, you are responsible to plan and control the diverse activities required to deliver projects on time, on budget and with the required quality, despite risks and issues. Lead activities to foresee risks and issues and create the required mitigation plans.

How will you make an impact?

- End-to-end management of a project or program of projects including:
 - Scope Management

- Time Management
 - Cost Management
 - Quality Management
 - Human Resource/ Personnel Management
 - Communications Management
 - Risk Management
 - Procurement/Subcontractor Management
 - Stakeholder (internal and external) Management
- Provide Team Leadership of the Project Management and Implementation Managers Team (3-5 Staff)
 - Manage all phases of project – Initiation, Planning, Execution, Monitor and Control and Closing
 - Effective use of NICE project management methodology, processes, tools, techniques and templates. In doing so, define project tasks and prepare project plans. Monitor, manage, and communicate project progress. Manage project scope and scope changes. Manage & motivate the team assigned to the project. Provide feedback regarding their performances.
 - Being the single point of contact for assigned projects and represent NICE or Business Unit in internal and external /customer forums by providing effective communication
 - Manage issues proactively, provide visibility of issues and resolution to stakeholders and escalate internally as required to resolve issues
 - Report on Status of project to internal and external stakeholders accurately on agreed frequency
 - Manage project related revenue and revenue forecast. Keep management systems updated to reflect revenue forecasting.
 - Measure the quality and efficiency of each delivery. Proactively provide feedback on lessons learned and suggestions for future improvements. Contribute to project management methodology improvements. Provide assessment of project results.
 - Be part of the broader PM community to participate, contribute, learn and collaborate to increase efficiency of Project Management at NICE
 - Reporting to the Japan Services Director, provide leadership and mentorship to the Project Management Team and participate as part of the overall APAC Services Management Team

What's in it for you?

Join an ever-growing, market disrupting, global company where the teams – comprised of the best of the best – work in a fast-paced, collaborative, and creative environment! As the market leader, every day at NICE is a chance to learn and grow, and there are endless internal career opportunities across multiple roles, disciplines, domains, and locations. If you are passionate, innovative, and excited to constantly raise the bar, you may just be our next NICEr!

Enjoy NICE-FLEX!

At NICE, we work according to the NICE-FLEX hybrid model, which enables maximum flexibility: 2 days working from the office and 3 days of remote work, each week. Naturally, office days focus on face-to-face meetings, where teamwork and collaborative thinking generate innovation, new ideas, and a vibrant, interactive atmosphere.

About NICE

NICE Ltd. (NASDAQ: NICE) software products are used by 25,000+ global businesses, including 85 of the Fortune 100 corporations, to deliver extraordinary customer experiences, fight financial crime and ensure public safety. Every day, NICE software manages more than 120 million customer interactions and monitors 3+ billion financial transactions.

Known as an innovation powerhouse that excels in AI, cloud and digital, NICE is consistently recognized as the market leader in its domains, with over 8,500 employees across 30+ countries.

NICE is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, age, sex, marital status, ancestry, neurotype, physical or mental disability, veteran status, gender identity, sexual orientation or any other category protected by law.

Required Skills

Have you got what it takes?

- Bachelor's Degree
- PMI, PMP or PRINCE2 Certified preferred
- Proven ability to manage projects using formal methods
- Performed Senior Project Management delivery duties across large Enterprise environments, specifically Contact Centre and Customer Services
- Proven ability to take accountability and ownership of projects and drive to completion
- Proven technical aptitude, and relevant experience in the field and industry NICE operates in
- Exceptional communication and presentation skills
- Well-developed organization and co-ordination skills
- Well-developed negotiation skills
- Savvy in business and commercial aspects, including development and management of budgets
- Experienced in using PSA/Project Management Software and tools

You will have an advantage if you also have:

- Experienced in handling crisis and difficult customer situations
- Experienced in managing teams dispersed geographically in a matrix organization
- Team coaching, motivation, and supervision

- Project staffing and staff management, including training needs
- Task minded, detail oriented
- Global company experience with good Japanese and English speaking skills

Company Description

At NICE, we protect people's money, ensure their safety and improve their experiences.

Many of the world's leading companies and organizations are expected to manage these three critical elements of modern living. To do so, they are tapping into the power of data, which has become ubiquitous in both business and life. These organizations turn to NICE to operationalize this data to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

Since 1986, NICE has been the recognized leader in these fields, providing solutions which turn both structured and unstructured data into valuable and actionable information. Our success started by capturing interactions and our expertise has evolved into applying analytics on these interactions. Combined with our years of cultivating domain expertise in partnership with our customers, we can help our customers not only understand what's happening in real time, they can predict what will be.

NICE has over 7,800 employees and a presence in more than 150 countries. Our team is proud of their many achievements. NICE is regularly recognized for innovation and the value it provides to more than 25,000 customers, including more than 85 of the Fortune 100. When it comes to turning information overload into practical business value, no one else comes close to NICE.

We have three principle areas of activity: Perfecting Customer Experience, Powering Public Safety, and Financial Crime Prevention & Compliance.

Perfecting Customer Experience - We enable organizations to deliver an effortless, consistent and personalized experience throughout the customer journey. Our solutions allow enterprises to know their customers, act in real time and ensure that every employee is engaged. Our customers stand out in their competitive markets by offering an enhanced customer experience, and they improve their bottom line by streamlining operational efficiency.

Powering Public Safety - We help security organizations and emergency services protect people and assets, by anticipating, managing and mitigating safety, security and operational risks. Through the capture, analysis and correlation of data from a myriad of physical and virtual sensors and systems, we enable organizations to utilize sophisticated measures to prevent incidents and quickly conduct investigations.

Fighting Financial Crime and Ensuring Compliance - We help financial services institutions detect and prevent fraud, manage regulatory compliance, and identify money laundering threats quickly and accurately, protecting them against financial crime, regulatory, and reputational risk. With a holistic, consolidated view across the enterprise and innovative, flexible technology, our solutions provide institutions a clear view of risk, enabling their staff to resolve issues efficiently, and keeping the organization up to speed with a rapidly changing regulatory landscape.

NICEでは、人々のお金を保護し、安全を確保し、エクスペリエンスを向上させます。

世界をリードする企業や組織の多くは、現代生活のこれら3つの重要な要素を管理することが期待されています。そのために、彼らはデータの力を利用しています。データの力は、ビジネスと生活の両方でユビキタスになっています。これらの組織は、NICEを利用してこのデータを運用し、業績の向上、運用効率の向上、金融犯罪の防止、コンプライアンスの確保、安全性とセキュリティの強化を行っています。

1986以来、NICEはこれらの分野で認められたリーダーであり、構造化データと非構造化データの両方を価値のある実用的な情報に変えるソリューションを提供しています。私たちの成功は相互作用を捉えることから始まり、私たちの専門知識はこれらの相互作用に分析を適用するように進化しました。お客様と協力して長年にわたってドメインの専門知識を培ってきたため、お客様はリアルタイムで何が起きているのかを理解するだけでなく、何が起ころかを予測することができます。

NICEには7,800人以上の従業員がおり、150か国以上に拠点を置いています。私たちのチームは、彼らの多くの成果を誇りに思っています。NICEは、イノベーションと、フォーチュン100社の85社以上を含む25,000社以上の顧客に提供する価値で定期的に認められています。情報過多を実用的なビジネス価値に変えることに関しては、他の誰もNICEに近づいていません。

私たちの活動には、カスタマーエクスペリエンスの向上、公安の強化、金融犯罪の防止とコンプライアンスという3つの主要な活動領域があります。

顧客体験の完璧化-私たちは、組織が顧客の旅を通して、楽で一貫性のあるパーソナライズされた体験を提供できるようにします。当社のソリューションにより、企業は顧客を知り、リアルタイムで行動し、すべての従業員が確実に関与できるようになります。お客様は、強化されたカスタマーエクスペリエンスを提供することで競争の激しい市場で際立っており、運用効率を合理化することで収益を向上させています。

公安の強化-安全性、セキュリティ、および運用上のリスクを予測、管理、軽減することにより、セキュリティ組織と緊急サービスが人と資産を保護するのを支援します。無数の物理的および仮想的なセンサーやシステムからのデータのキャプチャ、分析、相関を通じて、組織は高度な手段を利用してインシデントを防止し、迅速に調査を行うことができます。

金融犯罪との戦いとコンプライアンスの確保-金融サービス機関が不正を検出および防止し、規制コンプライアンスを管理し、マネーロンダリングの脅威を迅速かつ正確に特定して、金融犯罪、規制、および評判のリスクから保護するのを支援します。当社のソリューションは、企業全体にわたる全体的で統合されたビューと革新的で柔軟なテクノロジーにより、機関にリスクの明確なビューを提供し、スタッフが問題を効率的に解決できるようにし、急速に変化する規制環境に組織を対応

させます。