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PL/PM [Osaka/ Tokyo]

Great Welfare ★ Start-up Company

Job Information

Recruiter
G Talent at Bizmates, Inc.

Hiring Company
★Development / Provision of Customer Response Cloud Services★

Job ID
1491772

Industry
Internet, Web Services

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 12 million yen

Work Hours
Flextime

Holidays
Saturday/Sunday/National Holiday, Annual Paid Leave, etc.

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
None

Minimum Japanese Level
Business Level

Minimum Education Level
High-School or Below

Visa Status
Permission to work in Japan required

Job Description

【About the company ...】

Embodying "Face to Face for Each"

The company believes that "human beings cannot live without communication." And economic activities and business are indispensable in building people's lives. That is why the company is committed to continuing to propose solutions to business

communication challenges.

The company develops and operates BtoB cloud services based on the theme of "communication," and its most focused service is "Re:iration," an inquiry response tool released in October 2014.

"Re:iration" is a SaaS for BtoB that contributes to improved business efficiency and quality of response by centrally managing multiple communication tools such as e-mail, SNS, and chat, and sharing them with teams.
It is used as an internal and external communication tool by a wide range of organizations, including e-commerce retailers, manufacturers, professional organizations, and others that often respond to customer inquiries, as well as those that have switched from general mailers such as Outlook.
The number of companies that have adopted the system has reached approximately 3,500, and its customers have expanded to include call centers, educational institutions such as universities, and customer support for major companies.
The company's customers range in size from a few people to large corporations. The satisfaction rate of the companies that have adopted the system is high, and the retention rate continues to be over 99%.

【 Job Description 】

You will be responsible for determining the specifications of features and organizing a team of engineers for new feature development, feature improvement, and operations.

Requirement Definition
・Discuss and define requirements with product owners and designers for new features and functional improvements of the product from both the user's and developer's perspectives.

Design and Development
・You will design and review with the team as needed.
・Some PLPM will also develop and add test code. You will do pair-proofing as needed.
・You will be required to do code reviews. You will also perform code reviews for your team members.
・You will be responsible for QA, in collaboration with the engineer and CS.
・Currently they are working on a division of labor between the front-end and back-end.

Operation
・Alert response, bug response, effectiveness measurement after function release, document maintenance, etc.

Development Process
・Agile type development is used.
・Tasks are assigned based on priorities determined by the product owner.
・The team regularly reviews the results of the project, and a cycle of improvement is implemented.

Others
・Recruiting, technical research, and other things necessary to improve our services and team.

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【Technology Stack】
Development languages: Ruby, Perl, NodeJS, TypeScript, Python, Go
Web server side: Ruby on Rails
Web front-end: webpack, AngularJS, Vue.js (composition-api)
Database: PostgreSQL
Infrastructure/Middleware: AWS (ALB, Aurora, EC2, ECS, S3, SQS, Lambda, Elasticsearch...) Infrastructure: AWS (ALB, Aurora, EC2, ECS, S3, SQS, Lambda, Elasticsearch, nginx, memcached, Unicorn, HAProxy, Docker, Redis, Fluentd)

【Tools Used】
Biz infrastructure: Google Analytics
Source code management: GitHub
CI/CD: wercker, Github Actions
Development environment: Vagrant (CentOS), Docker
Infrastructure configuration management: Terraform
Monitoring: New Relic
Communication: Slack
Ticket management: Github Issues
Editors: RubyMine, VS Code ...

【Development Environment】
Development PC: The developer's PC will be a Mac.
Editor: You can choose any editor you like. The company will pay for the editor.
Conference participation support: The company will pay for your participation in conferences such as RubyKaigi.
Book purchase system: You can purchase any books you want, from technical books to management books, at the company's expense.
Club activity system: A club activity system is available for the purpose of promoting interaction among company members. Club expenses are covered by the company.

〖 Working time 〗

9：30〜18：30

【Holiday / Vacation】
・125 days off per year
・2 days off per week (Saturday and Sunday)
・National holidays
・New Year vacations
・Summer vacation
・Annual paid leave
　- Paid holidays can be used in 1-hour increments

【Welfare】
・Full social insurances (employment insurance, workers' accident compensation insurance, health insurance, and employee pension insurance)
・Employee stock ownership plan
・Commuting allowance (up to 30,000 yen/month)
・Subsidy for participation in seminars, workshops, and conferences
・Subsidy for book purchases
・Commemorative and condolence money
・Long-service award system
・Benefit One
　- Various benefit services available
　(https://bs.benefit-one.co.jp/bs/pages/bs/top/top.faces)
・Club activities

Required Skills

【**Required**】
■Experience in project leadership/management in system development
■Experience negotiating and coordinating with stakeholders in projects
■Experience negotiating with customers and defining requirements

【**Preferred**】
■Experience in developing and operating systems with a team (in any language)
■Experience in building web applications using Ruby on Rails
■Experience in business system development (SIer background welcome)
■Experience in DB tuning and algorithm optimization
■Experience using modern front-end frameworks
■Experience in mobile application development
■Experience or interest in machine learning
■Experience using unit testing tools

【**Ideal Applicants**】
■Empathy with the company's philosophy and a desire to grow with the company
■Able to manage yourself and maintain a cheerful and motivated attitude
■Value teamwork and have a sense of compassion for colleagues
■Able to identify potential customer needs and understand the business domain
■Good communication and documentation skills to convey your own ideas.
■Willingness to gather technical information on one's own and to constantly work on new things

Company Description