



## System Engineer / 社内SE

### Job Information

**Temp Agency**

Randstad K.K., Professionals

**Job ID**

1495073

**Industry**

Other (Distribution, Retail, Logistics)

**Job Type**

Temp to Perm

**Location**

Tokyo - 23 Wards

**Salary**

6 million yen ~ 11 million yen

**Refreshed**

September 24th, 2024 13:20

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

- Acting as System Engineer for Retail Application (POS, SIM etc) and Customer Engagement System (CRM/LINE/Clienteling/Loyalty Program) in Asia regions (GC (Retail), Japan, Singapore, Malaysia, Korea) cross brands
- Ongoing support for the incidents/errors and call out handling from stakeholder.
- Leverage 3rd party tool such as Postman, JMeter to validate and stabilize applications.
- Analyze database and programs and support diagnosis and root cause identifications of Issues with counter parts and vendors across globally.
- Be the front line of IT department for business users in terms of store/customer engagement related activities such as project, change request, issue resolution.
- Provide oversight on testing including reviewing the test result to keep the quality of retail/customer engagement systems.
- Lead and/or participate and cooperate in projects impacting Retail and CRM applications.
- Support on prioritization of requests.
- Construct deployment plan for all stores and provide smooth handover post go-live to support team as a part of project deliverables.
- Manage vendor performance and relationships by providing quantitative figures and qualitative results.
- Attend meetings and build strong relationship with Asia, US, Europe counterparts.

### Required Skills

- Knowledge and experience of programming in SQL, API, JavaScript, SCC, HTML, Web Application, and iOS application.
  - Knowledge and experience of system integration and data flow diagrams with multiple systems.
  - Ability to understand issues and system errors from a technical standpoint.
  - Experience in partnering with business users, IT, and vendors to design and implement systems across regions.
  - Regional Project/Vendor management experience with understanding/experience of Agile methodology and DevOps concepts & processes.
  - Knowledge of IT project management, such as Fit/Gap analysis, design review, and software testing review.
  - Strong communication and documentation skills in both Japanese and English. Chinese capability is a plus.
  - Retail Industry / Lifestyle brand working experience is preferred but not mandatory.
  - Knowledge of Retail Systems (POS, SIM) and Customer Engagement Systems (CRM, CDP, Line, SFSC, SFMC, etc.) functions/systems with regional exposure is preferred but not mandatory.
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## Company Description