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randstad professionals

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
April 9th, 2025 04:00

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 venders 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.
- 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.
- Business 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.

Company Description