



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

November 19th, 2024 06:00

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 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.
 - 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.
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Company Description