

Product Specialist / プロダクトスペシャリスト Exclusive job**Work for a major electronics start up**

Job Information

Recruiter

Ahead Japan

Hiring Company

Global company

Job ID

1496945

Industry

System Integration

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 12 million yen

Refreshed

November 17th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

The product specialist leads multiple projects from the customer needs interview, solution proposal, requirements definition, product review, prototype creation, implementation, and support to the End of Life, suggesting improvements or evolution of hardware and/or software solutions, or the provision of systems and network infrastructures, and is in charge of examining new products and preparing product introduction materials, modifying existing products to meet customers' requirements, coordinating the installation, quality-control, and after installation support.

The product specialist is also responsible for meeting commitments and ensuring customer satisfaction, and for ensuring compliance with the group's overall policy on innovation, cost, quality and deadlines.

Commitment to the product

- Understand and propose products that meet customer requirements
- Consider new products to meet market demands and preparing materials for introductions to prospective customers
- Consider and implement changes to the specifications of existing products to meet customer requirements

Contribution to project definition

- In the "design" phase; bring support to the team by sharing the local market inputs (local regulations, Japanese Suppliers, customer specific requests, etc...)
- In the "deployment" phase; coordinates the relation with Japanese customers to ensure the best success
- In the "run" phase; analyzes the solution, search for the causes and propose improvement actions
- Identify and monitor the risks (technical, cost and time) that may occur during deployment on the field

Manage, monitor and coordinate the deployment

- Ensures the follow-up and the coordination
- Ensures communication in order to guarantee the expected level of commitment
- Plans and organize the tests on the field, in coordination with the customer
- Present and validate the deliverables to the customer
- Write and distribute the technical and functional documentation associated with the project
- In charge to do the training of customer field technicians for mechanical installation, Electronic and SW settings
- Manage the spare parts list and insure the necessary level of stock

Participate in continuous improvement

- Contribute to the continuous improvement of the tools and methods: IT Office tools, dashboards, project management methods, technological innovations...
- Contribute to building and updating the product catalog
- Provide technical expertise as requested on mechanical/IT/Electronic

Required Skills

- Technical engineer – 5 years minimum of experience in field project management on BtoB electronic product installation and support
- Proven experience in understanding technical specifications for Hardware, downloading and setting software/systems and interface with Ethernet network architectures
- Ability to understand customer requirements and issues and propose optimal solutions
- Ability to learn and adopt new technologies
- Ability to respond to changing situations speedily
- Self-starter with ability to work independently
- Fluent Japanese, Business English language (speaking and writing)

Company Description