



## Business Analyst - CX Platform

ECコマースとマーケティングソリューションを提供

### Job Information

**Hiring Company**

SAI Digital

**Job ID**

1499469

**Industry**

Internet, Web Services

**Company Type**

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

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Shibuya-ku

**Salary**

8 million yen ~ 12 million yen

**Work Hours**

9:00 ~ 18:00 ◎実働8時間・休憩1時間

**Holidays**

週休2日（例外あり）※土日出勤の場合は代休取得

**Refreshed**

December 31st, 2024 13:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

【募集要項 本ポジションの魅力】

- 英語力を活かせる環境：国際的なクライアントとのやり取りを通じて、語学力が活かれます。
- リモート勤務で柔軟な働き方：フルリモート勤務を導入しており、場所にとらわれず働けます。
- 成長産業でのスキル習得：デジタルマーケティングの最前線で、最新の技術や戦略を学べます。
- 多様な業界のビジネス経験：製造業や小売業など、さまざまなクライアントを支援

**[Job Description]**

As a foreign-affiliated digital marketing, commerce, and technology solutions provider, the goal of our business analyst / consultants is to identify issues in our clients' businesses, propose solutions using our company's solutions and monitor processes and results.

**[Specifically]**

- You will build relationships with clients and gain a deep understanding of their business models, strategies, strengths and issues.
- You will lead and realize client solutions, including workshop facilitation, business requirement discovery and analysis, support for forecasting and prioritization, and proposals for improvement and automation through native functions and customization.
- Drive project delivery from a functional perspective, ensuring ongoing alignment and transparency between the customer and delivery team.
- Present project progress and results, driving a data-driven, value-driven approach, and use metrics to analyze, present, and monitor business results.
- Work with account executives and sales engineers to optimize solutions, including pre-sales activities, submitting offers and responding to RFPs.

**[What you can gain through this position]**

- Knowledge and experience of handling major cutting-edge platform services
- CX experience through our unique services
- Experience of working at a company with a high future potential in a growing industry with a variety of inquiries
- Experience of acquiring knowledge of the business models of a wide variety of companies, mainly in the manufacturing industry, and leading strategies.

**[About the parent company]**

We are a digital marketing, commerce, and technology solutions provider centered on the Asia-Pacific region.

We partner with leading-edge platform providers, and by providing empathetic design thinking and robust solution architecture capabilities, we help clients in a wide range of fields, including manufacturing, retail, distribution, FMCG, and the automotive industry, to streamline their operations, while also supporting rapid scale-up and evolution.

As a member of a global conglomerate with annual sales of over 25 billion yen, we currently have offices in six countries: Vietnam, Singapore, Hong Kong, Australia, Japan, and India.

**[Background to the recruitment]**

Our company was established in July 2016, so we have a short history, and although we only have 9 people in the organization, the demand for our services, which handle first-class digital solutions, continues to grow.

We are therefore recruiting for this position with the aim of expanding and strengthening our internal organization, so that we can respond to a wider range of client needs and establish strong relationships of trust.

**[Company atmosphere]**

We value caring for everyone involved, including clients, partners, and internal teams, and we have a global, open environment where it is easy to share your ideas.

**[Salary]**

**8 million yen - 10 million yen**

Annual salary (1/12 of annual salary paid monthly)

**[Location]**

Office location: Shibuya-ku, Tokyo

**[Work Hours]**

9:00 - 18:00

@8 hours per day, 1 hour break

Weekends off: 2 days per week (exceptions apply)

\*If you work on Saturdays or Sundays, you will receive a compensatory day off.

**[Welfare]**

Social insurance, welfare pension, health insurance

Health checkup expenses

**Required Skills****[MUST]**

- College degree or higher
- Familiarity with the products of a leading CX platform vendor
- Solid understanding of the manufacturing and automotive industry domain
- Proven track record of consulting and delivery in a wide range of areas
- From business stakeholders to technical architects and developers
- Strong background in the CX platform industry
- Someone with a positive, proactive and assertive attitude backed up by advanced interpersonal skills, who can interact with a diverse range of people, from business stakeholders to technical architects and developers.
- Excellent English communication skills.

**[Welcome (WANT)]**

- Experience with design thinking tools and techniques.

---

## Company Description