



IT Services Sales Consultant

Job Information

Hiring Company

[NCR Commerce Japan Ltd.](#)

Job ID

1529368

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Salary

10 million yen ~ 13 million yen

Refreshed

April 1st, 2025 17:51

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

TITLE: **IT Services Sales Consultant**

LOCATION: **Tokyo, Japan**

GRADE: **13**

Think you know NCR? Think again!

NCR VOYIX Corporation (NYSE: VYX) is a leading global provider of digital commerce solutions for the retail, restaurant and banking industries. NCR VOYIX is headquartered in Atlanta, Georgia, with approximately 16,000 employees in 35 countries across the globe. For nearly 140 years, we have been the global leader in consumer transaction technologies, turning everyday consumer interactions into meaningful moments. Today, NCR VOYIX transforms the stores, restaurants and digital banking experiences with cloud-based, platform-led SaaS and services capabilities.

Not only are we the leader in the market segments we serve and the technology we deliver, but we create exceptional consumer experiences in partnership with the world's leading retailers, restaurants and financial institutions. We leverage our expertise, R&D capabilities and unique platform to help navigate, simplify and run our customers' technology systems.

Our customers are at the center of everything we do. Our mission is to enable stores, restaurants and financial institutions to exceed their goals – from customer satisfaction to revenue growth, to operational excellence, to reduced costs and profit growth. Our solutions empower our customers to succeed in today's competitive landscape.

Our unique perspective brings innovative, industry-leading tech to all the moving parts of business across industries. NCR VOYIX has earned the trust of businesses large and small — from the best-known brands around the world to your local favorite around the corner.

POSITION SUMMARY & KEY AREAS OF RESPONSIBILITY:

- Positions primary responsibility is to provide subject matter expertise and support to the field sales organization to complete the sale of solution offerings by understanding the customer needs and/or problems and then targeting the appropriate solutions
- This person is responsible for selling comprehensive suite of services including Installation, Help Desk & Managed Services, Maintenance & Support, and Software Maintenance Services.
- Position is responsible for creating a winning approach that highlights NCR's unique capabilities in solving the need or problem at hand; Consulting approach is used to build solid customer relationships whereby the incumbent becomes a credible and consistent source of expertise within the account; Articulates solutions in terms of ROI to the client
- Targets global accounts at senior and executive levels; Secures funding for future initiatives at the executive level
- Position will work with a number of technical support resources and solution architects in the creation of proposals and delivery plans, position must therefore develop a successful working relationship with the support teams so that successful handoffs can take place and problems/issues can be proactively identified and solved
- Responsibilities include Identifying customer's business needs and customer's power structure; Defining winning strategy; Assessing NCR's capabilities to deliver; Assessing solution fit and determine gaps; Assessing risk involved and define contingencies
- Responsibilities include determining regional impact (Multi-National Accounts), Proposal creation, Establishing bid/project team as needed, Establishing bid strategy, Determining Terms and Conditions (incl. pricing) with CS operations or other support teams, Reviewing proposal before submission, Presenting proposal to internal Bid-Review team as needed and obtaining approval, and Presenting proposal to customer
- Role required to negotiate terms and conditions with customer within approved guidelines; Obtain legal authorization from customer to deliver on approved contract; Submit contract to appropriate WFO F&A and service delivery teams; Assure all service assumption requirements are made
- Role required to produce Win/Loss Report, Engage in post sales activities; Act as escalation point for roll-out issues; Revisit projects and detect new opportunities to grow wallet share; Assist Account Support Manager in renewal situations as needed; Engage in sales management activities; Implement activities required for Area Readiness to Sell (ARS); Maintain sales funnel
- Position will maintain a personal order quota as part of their assigned objective, which may include multiple elements including at a minimum an individual assigned quota and possibly shared quota and split quota
- Remit to include Japan - regular travel expected.

Required Skills

BASIC QUALIFICATIONS

- Bachelor's degree
- 10 years of proven sales account management experience
- Knowledge in Retail Services Industry
- Experience working in team-oriented sales approaches

EEO Statement

Integrated into our shared values is NCR's commitment to diversity. NCR is committed to being a globally inclusive company where all people are treated fairly, recognized for their individuality, promoted based on performance and encouraged to strive to reach their full potential. We believe in understanding and respecting differences among all people. This concept encompasses but is not limited to human differences with regard to race, ethnicity, religion, gender, culture and physical ability. Every individual at NCR has an ongoing responsibility to respect and support a globally diverse environment.

Company Description