Job Detail

Position Title	[Bilingual Consultant - Network (Jr PM/ Customer Success, SDWAN, Process), Application (Power BI/ ETL)]
Company Name	HCL JAPAN LTD./株式会社エイチシーエル・ジャパン
Activated / Updated	2024-05-08 / 2024-05-08
Job Type	IT (Hardware/Network) - Project Manager Consulting - ERP/SAP Consultant IT (Hardware/Network) - Network Engineer
Industry	IT Consulting
Location	Asia Japan Tokyo

HCL is an ICT services company that provides services globally. Due to business expansion, we are hiring bilingual consultants with relevant experience. This is an exciting functional position where you will be part of our existing team and perform tech duties including consulting, development and delivery support.

We are looking forward to your application if you are thinking about a continued career at an ICT service company, or if you want to utilize your experience and work for the long term!

The work location will be primarily customer locations.

[NW PM/Customer Success Consultant]
The Customer Service & Project Manager (CSPM) will work on a variety of projects and customer initiatives and will ensure that each assignment is completed on time and according to defined SLAs and deliverables within Customer Statement of Works (SoWs).

Detailed Position Description - Responsibilities
§ Proactive Customer Support
o Provides superior customer service though the expert handling of tasks and through working with cross-functional teams
o Provides implementation input (project timelines, dependencies, milestones, resources) process as needed.
o Prepares and delivers customer initiatives and plans and provides the customer and the account team with frequent updates and status reports.
o Hosts weekly meetings, as appropriate, with customer/account team to review status of pending initiative/project progress
o Builds a trusted advisor relationship with each assigned customer to drive measurable value in the assignments
o Advocates customer needs/issues cross-departmentally, and identifies opportunities for continuous improvement within assigned accounts.

§ Core Responsibilities
o Captures customer business priorities and requirements to create and agree a project plan as appropriate
o Functions as lead party in the coordination of activities related to initiatives/projects and operational activities. Ensures that all support functions responsible for tasks accurately complete their respective activities.
o Ensures the customer is provided with appropriate written confirmation of critical dates within the service delivery timeframe o Ensures all project deliverables are met
o Understands and documents project dependencies and risks (and mitigation plans) and effectively manages and tracks issues o Ensures that all initiative and project activity is logged and documented
o Leads cross-functional teams to take preventative and corrective measures regarding any related issues o Escalates as required
o Develops, maintains and executes a Customer Communication Plan for each assignment
o Ensures performance to meet operational metrics (e.g., on-time performance) and contractual obligations (e.g., SLA delivery).
o Coordinates/works with Provisioning, Service Delivery, Operations, and other related groups as required for the delivery of customer objectives
o Receives and works all order types from customers and/or account team as defined by the segment
o Ensures company-provided and customer-provided equipment is installed on time.

| Job Description | o Tracks all service requests/milestones via the latest implementation tracking tools through to close to bill
o Coordinates and hosts meetings with customers as required.
o Provides project status reports/dashboards reports to key customers and internal stakeholders o Co-ordinates and schedules cutovers with customers as appropriate
o Attends cutovers via conference call or at customer location (including after-hours support), as required by the customer to ensure a superior customer service
o Ensures clean handover to Service Management and/or the NOC at the close of each project as appropriate
o Performs special projects/team or practice initiatives as assigned by Manager.
o Ensures service requests are installed and ready for first bill review using current Methods and Procedures
o Participates in monthly Operational Reviews with assigned clients
o Act as the point of contact for the assigned customer for escalations and other client requests
o Facilitate communications between Japan-based clients and International Resolution groups; represent the Client's business needs to ensure accurate and satisfactory resolution

[NW SDWAN Consultant Position]
Join our existing telecom project and provide technical service delivery and technical support regarding networks to our customers.
・Possess network technical background and knowledge
・Japanese N2 or higher, English business level
・High communication and coordination skills
・Cooperation and communication with internal and external stakeholders
・SDWAN hands-on experience (Viptela welcome)

1.Client Management
• Assume the role of overall in-charge for the project, operating from Onsite (Japan).
• Act as the primary contact point for the customer, establishing strong relationships and understanding their requirements.
• Dedicated customer Interfacing for effective managing and controlling of the project with addressing customer queries, concerns, and feedback, ensuring a high level of customer satisfaction.
• Identify and resolve executional challenges promptly, ensuring the smooth progress of project tasks.
• Act as a bridge between the Onsite and Offshore teams, fostering effective collaboration.

2. Teamwork Expectations
• Establish and implement necessary processes and people management for efficient project execution from offshore.
• Oversee the ramp-up of the Offshore team, ensuring proper onboarding, training, and resource allocation.
• Take responsibility for Quality, Cost, and Delivery (QCD) management of the team along with following the Quality controlling processes.
• Provide customer support with actively participating in issue resolution (point of escalation), and leading improvement activities.
• Serve as the owner and reviewer of team deliverables, ensuring they meet quality standards and align with customer expectations.
• Conduct periodic reviews to identify areas for improvement and implement corrective actions.
• Be autonomous and self driven.

3. Mandatory Skills:
• Business Level Japanese and English speaker (JLPT N1/N2)
• Bachelor's degree in computer science, Networking, or a related field.
• Good Exposure of Network protocols and technologies like Switching, Routing and Firewalls. (e.g., OSPF, EIGRP, BGP, VLANs, IP addressing, VPNs).
• Good knowledge of net generation of network as SD-WAN / NaaS / VNS
• Hands-on experience with Cisco Devices, including but not limited to Nexus, ACI, Catalyst, and
• Knowledge in security design that includes firewall zScaller solutions.
• Knowledge in automation tools and scripting language
• Leadership and Management: Proven ability to lead an offshore team of engineers, ensuring the delivery of high-quality work.
• Front-end customer engagement experience, with the ability to effectively communicate technical concepts.
• Communication and Interpersonal Skills: Excellent communication and interpersonal skills to facilitate effective collaboration between teams and engage with customers.
• Problem-solving and Analytical Skills: Strong problem-solving and analytical abilities to address challenges and make informed decisions.

[Network Process Consultant]
Help client with technical deliverables, in liaison with multiple teams/ stakeholders to deliver network-related technical services. For all positions, English fluency is essential, Japanese fluency is an added advantage. An ideal candidate has the following experience and capabilities:

An ideal candidate will work on projects that help client to integrate strategy, process, technology, and information to increase effectiveness, reduce costs, |

improve profit and shareholder value.
-Identify areas for cost reduction and operational efficiency within projects.
-Understand client's business needs, objectives, and challenges through effective communication and collaboration.
-Communicate project goals, strategies, and progress effectively to both internal teams and external stakeholders.
-Ensure alignment between project objectives and client's business needs
-Management Consulting and Advisory experience for Telecommunications and IT Services industry.
-Provide insights into industry best practices and emerging trends in Telecom/IT operations.
-Provide guidance on digital transformation, network optimization, and technology adoption.
-Business and IT Process Excellence (Industry-Telecom/ IT):
-Lead or contribute to the implementation of eTOM processes within the organization.
-Analyze data and current processes and procedures, identify any shortfalls or areas which need improvements.
-Experience in Lean, Process Re-engineering, process audits
-Experience in measuring Process performance and setting KPIs/SLAs
-Implementing ITSM/ITIL best practices to achieve Operations Excellence by Optimizing processes, enhancing service quality and continuous improvement based on feedback and performance matrix.
-Tech Led–Business transformation–identify right technology, digital, or AI levers that will complement their existing capabilities to increase efficiencies, drive innovation and business value. Experience in Agile Methodologies.

Skills
•7+ years in management consulting for Telecom/IT.
•Strong background in business and IT process excellence, demonstrating a deep understanding of process optimization and improvement
•Skilled in crafting and executing digital transformation strategies.
•Proven experience in eTOM (enhanced Telecom Operations Map) process implementation, showcasing expertise in telecom-specific operational frameworks
•Excellent communication and interpersonal skills, with the ability to effectively convey complex ideas and solutions to both technical and non-technical stakeholders.
•Experienced in collaborating with cross-functional teams to enhance operational efficiency, ensure compliance, and contributing to the overall success of our telecom

[Application Positions]

1. Power BI position
This project is a power BI development project, the onsite engineer needs to work closely with customer and leading offshore team to make sure the quality and delivery. You're expected to lead certain functional areas such as BA (Business Analyst to collect requirements) and TA (Technical Analyst to provide solutions) for development.

-Collect requirements from business users
-System design and documentation
-Coordinate with the offshore team and lead the development project
-Power BI is primary. SQL is also required.
-Bilingual in Japanese and English, N2 level or above.
-2-3 days/week office work is expected.
-1 onsite Lead + 2 or above offshore member team, pharma company report system.

Expected qualifications and experience are the following:
-Power BI development experience
-SQL and Database knowledge Japanese and English communication
-Requirements collection and documentation
-Technical design capability SDLC experience
-Ensure process compliance in the assigned module, and participate in technical discussions or reviews as a technical consultant for feasibility study (technical alternatives, best packages, supporting architecture best practices, technical risks, breakdown into components, estimations).
-Develop and guide the team members in enhancing their technical capabilities and increasing productivity
-Prepare and submit status reports for minimizing exposure and risks on the project or closure of escalations.
-Be responsible for providing technical guidance or solutions, define, advocate, and implement best practices and coding standards for the team.

2. ETL Position
Senior ETL developer who has the below experiences and skills to help with development and troubleshooting, in a small sized team of 2-5. Nature of project is system migration and new development.

AWS Redshift, Airflow, SQL
5 years min experience
English
Migrate and Build ETL data pipelines on Redshift
Data validation skills

	Data cleaning skills Data Mart architecture design (plus) Understand data structures and high-level DWH / Lakehouse architecture Preferred experience Life sciences industry experience Japanese In JP Agile experience AWS experience S3 Redshift Airflow SQL Python Alteryx (Plus) Glue (Plus) Dataiku (Plus) Git [A Brief Comment from Recruiter] We're hiring a few bilingual engineers! Join us to excel your career! [3 Steps Till Hire] 1.Apply 2. Interviews (online mostly, 2-3 times with business team and HR) 3. Offer -> Background check -> Join Selected candidates will hear from us roughly in 5 business days. It generally takes a few weeks till hiring process is completed to offer! Candidate Data Privacy Notice https://www.hcltech.com/candidate-privacy-notice
Company Info	Main Business Engineering Development Services Software design, development and maintenance services Infrastructure services Outsourcing service IT and business consulting All other business related to these About HCLTech: HCLTech is a global technology company, home to 227,481+ people across 60 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending March 2024 totaled $13.3 billion. We have been recognized as a Global Top Employer by the Top Employers Institute for the second time in a row for outstanding HR policies and best practices worldwide. We have also been certified as a Top Employer in 26 countries across three regions, Asia Pacific, Europe & Africa and North America. Out of the 26 countries, HCLTech is ranked number one in 15 countries, including Japan. These accolades re-affirm our commitment to our people by helping them maximize their potential and building an inclusive and progressive workplace that help our employees find their spark. To learn how we can supercharge progress for you, visit hcltech.com/careers We bring together the best of technology and our people to supercharge progress. You can work in a multinational, global environment.
Working Hours	Assuming 9AM -6PM (Basic working hours, breaks) May vary slightly depending on the site
Qualifications	Have relevant hands-on experience in any of the above areas Native-level Japanese proficiency and business-level English proficiency to negotiate with customers at a high level Those who have high communication and interpersonal skills, and who can voluntarily follow instructions and work in a team Those who can work with an emphasis on teamwork Those who have respect for others in terms of differences such as multiculturalism, diversity, inclusion, and disabilities

	With your consent, we will conduct a background check before joining the company. Details will be provided at time of appointment The above annual income is an estimated range, and is determined comprehensively in consideration of the selection position, actual experience, desires, etc.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 5500K - JPY 10000K
Salary Description	Complete with social insurance Recreation facility Education and training Transportation expenses are not paid separately (the system is incorporated into salary) The above annual income (including variable bonus) will be in the reference range, and will be decided based on experience, position, etc., and details will be explained at the time of informal appointment.
Holiday Description	Five-Day Workweek Paid Holidays Congratulatory or Condolence Leave Child-care Leave Congratulatory or Condolence Leave
Job Contract Period	Full-time employee
Nearest Station	We are mainly planning to work with clients in Tokyo. Networks (Marunouchi area, Futako Tamagawa area) Applications (Kudanshita area) HCL Japan office is located in Akasaka, Tokyo