

求人情報

スタッフレベル

ポジション名	【バイリンガルコンサルタント - Network (Jr PM/ Customer Success, SDWAN, Process), Application (Power BI/ ETL)】
企業名	株式会社エイテシーエル・ジャパン/HCL JAPAN LTD.
掲載開始・更新	2024-07-26 / 2024-07-26
職種	IT関連（インフラ系） - プロジェクトマネージャー コンサルティング - ERP/SAPコンサルタント IT関連（インフラ系） - ネットワークエンジニア
業種	ITコンサルティング
勤務地	アジア 日本 東京都
	<p>HCLはグローバルにサービスを提供しているICTサービス企業です。ビジネス拡大により、関連経験を有するバイリンガルコンサルタントを採用しております。弊社の既存チームの一員となり、コンサルティング、開発・デリバリー支援等のテック業務を行うエキサイティングなファンクショナルポジションです。</p> <p>ICTサービス企業での継続したキャリアをお考えの方、ご経験を活かし長期的にご活躍されたい方、ご応募お待ちしております！</p> <p>勤務地は主に客先を予定しております。</p> <p>【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).</p> <p>Detailed Position Description - Responsibilities</p> <p>§ Proactive Customer Support</p> <ul style="list-style-type: none"> o Provides superior customer service through 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 and identify opportunities for continual improvement within assigned accounts. <p>§ Core Responsibilities</p> <ul style="list-style-type: none"> o Captures customer business priorities and requirements to create and agree a project plans 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. 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 customer 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】

弊社の既存テレコム系プロジェクトに加わり、お客様へのネットワークに関するテクニカルサービスデリバリー対応・技術支援

- ・ネットワークの技術系バックグラウンド、知識を有する
- ・日本語N2以上、英語ビジネスレベル
- ・高いコミュニケーション・調整能力
- ・社内外ステークホルダーとの連携・コミュニケーション
- ・SDWANのハンズオン経験（Viptela歓迎）

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 zScaler 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 continual 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 cleansing 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>

企業について(社風など)

主な事業内容 エンジニアリング開発サービス

ソフトウェア設計・開発・保守サービス

インフラサービス

アウトソーシング・サービス

IT・業務コンサルティング

その他これらに関する一切の事業

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.

	<p>You can work in a multinational, global environment.</p> <p>【Measures against passive smoking】 Designated smoking area mostly outside the office building</p>
勤務時間	<p>9AM -6PMを想定 (基本就業時間、休憩り) 現場により多少変動の可能性あり</p>
応募条件	<p>上記いずれかの領域においてハンズオンの関連経験を有する</p> <p>お客様とハイレベルで折衝可能なネイティブレベルの日本語力、ビジネスレベルの英語力</p> <p>高いコミュニケーション力・対人スキルを有し、指示に従って自発的に、またチームで仕事を進めることができる方</p> <p>チームワークを重視して働ける方</p> <p>多文化、ダイバーシティ、インクルージョン、障がい等の相違における、他者へのリスペクトを有する方</p> <p>ご本人のご同意のもと、入社前にバックグラウンドチェックを行っております</p> <p>内定時に詳細をご案内しております</p> <p>上記年収は想定レンジとなり、選考ポジション、実際のご経験・ご希望等を考慮し総合的に決定しております</p>
英語能力	<p>ビジネス会話 (TOEIC 735-860)</p>
日本語能力	<p>ビジネス会話(日本語能力試験2級又はN2)</p>
年 収	<p>日本・円 550万円 ~ 1000万円</p>
給与に関する説明	<p>社会保険完備 保養施設 教育研修 交通費別途支給なし (給与に組み込まれる体系となっています) 上記年収 (変動制ボーナス含む) は参照レンジとなり、経験やポジション等により決定、内定時に詳細をご説明いたします</p>
休 日	<p>週休2日制 (土・日・祝祭日) 有給休暇 慶弔休暇 育児休暇 傷病休暇</p> <p>Five-Day Workweek Paid Holidays Congratulatory or Condolence Leave Child-care Leave</p>
契約期間	<p>正社員</p>
最寄り駅	<p>基本的に都内の客先を予定しております。</p> <p>ネットワーク系 (丸の内エリア、二子玉川エリア) アプリケーション系 (九段下エリア)</p> <p>HCLジャパンオフィスは東京、赤坂にございます</p>