

<b>JOB DESCRIPTION</b>	
<b>Department:</b> IT Department	
<b>Position:</b> Business Application Sr. Officer ビジネスアプリケーション・シニアオフィサー	<b>Reporting to:</b> Business Application Manager  <b>Number of direct reports:</b> NA
<b>Duration:</b> Open-ended	
<b>Working hours:</b> Full time	
<b>Current Job Grade:</b> C	

### Purpose of the position

Under the direction of Business Application Manager, and with the collaboration with other IT members, Business Application Sr. Officer is responsible for maintaining and operating business application systems (ex. donor and other supporter management systems, BI systems and other applications developed specifically for MSF Japan Office) These systems are essential for supporting internal client activities from IT perspective. Business Application Sr. Officer is also expected to contribute to improve/enhance IT internal processes and controls.

### Objectives

Business Application Sr. Officer is responsible for the effective management of IT systems and services, business-related IT initiatives. This includes the strategic use of internal and external resources—such as temporary staff, IT vendors, and financial assets—to ensure optimal performance and alignment with organizational goals.

- ✓ Ensure timely and accurate provision of data as scheduled or upon request.
- ✓ Maintain stable, secure, and efficient business application systems and services on a continuous basis.
- ✓ Support cross-departmental and departmental projects by identifying and implementing the most suitable IT solutions.
- ✓ Develop business application plans that align with the overall MSFJ strategy, departmental goals, and IT resource planning.
- ✓ Provide expert consultation and advice to internal stakeholders, demonstrating a strong understanding of both organizational and departmental objectives.

### Requirements of the position

Based in Tokyo (Commutable to MSF Japan Office in Japan) and occasional attendance of global conference, including international travel up to 10% of work

### Main Responsibilities

- 1 System maintenance and system operation support
  - Extract and aggregate data to support MSF Japan Business activity.
  - Maintain and update database records to ensure data accuracy and integrity.
  - Design appropriate data processing functions on within business applications, based on clear understanding of data usage and management process in MSFJ's operations.
  - Manage user accounts and access privileges
  - Monitor system performance and operational processes.

- Coordinate with system vendors to support and manage the above activities when necessary.

## 2 System management and enhancement

- Plan and manage business application systems, system architecture and IT related business schemes to provide adequate services and minimize risks with long term and overall optimization perspective.
- Manage system related requests and develop resources plan, mainly related to business application, from business users in MSFJ.
- Breakdown from business requirements to technical design or implements and propose appropriate solutions.
- Clarification of business requests with communication with business users to plan in detail of system development projects.
- Manage system implementation projects.
- Coordinate effectively with vendors to ensure the application is implemented with good quality, meeting requirements, within committed project timeline and budget.
- Manage and evaluate system related vendors in Quality, Cost and Delivery perspective mainly by validating vendors' documents and testing the systems.
- Maintain business application systems with coordinating proper resources (using internal resources or develop maintenance scheme with vendors Etc.).
- Providing user support and troubleshooting mainly business application systems for business users
- Ensure data security and compliance from the perspective of the business application functions, architecture and business scheme with the vendors.

## 3 Contribute to Enhance internal IT processes and procedures

- Following the direction of application manager, proactively propose ideas to enhance internal process and procedures to improve quality of services and work efficiency, and leading to implement those ideas
- Properly lead and improve team to record and track activities to make it source of improvement and evidence of performance
- Make sure and continuously improve solutions, services and internal processes are compliant with required rules and regulations, and properly operated especially for data protection compliant.

<b>Qualifications and requirements</b>
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### Essential

- Proficient in SQL, VBA, and scripting languages used in Microsoft Access, Word, and Excel, with experience handling complex queries
- Extensive experience in gathering and defining system requirements through direct communication with business users.
- Bilingual in Japanese and English, with excellent communication skills in conversation, reading, writing, and presentation.
- Strong oral and written communication skills with ability to present technical concepts to non IT audience.
- Experienced in vendor management, including contract negotiation and performance oversight
- Skilled in IT system planning and budgeting as a corporate systems engineer in non-IT companies.
- Demonstrated ability in designing, developing and testing of business application systems.
- Excellent interpersonal and teamwork skills, with a proven ability to coordinate with diverse stakeholders
- Highly organized and capable of working effectively under pressure

#### Desirable

- Strong business knowledge and hands on experiences with the CRM, E-Commerce, accounting
- Proven experience in negotiating and managing with system vendors
- Experience of BI (Business Intelligence) system development including support for marketing activities and data analysis
- Practical knowledge and experiences in implementing information security majors
- Experience serving as project manager or project leader for IT system development project.
- Basic Technical knowledge of system architecture and Database management

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#### Special Notes:

This Job Description is a summary of the typical functions of this position and not an exhaustive list of all possible job responsibilities and duties. Accordingly, the responsibilities of the jobholder may differ from those outlined here, and additional duties may be assigned based on organizational and operational needs.

<b>Other Conditions</b>
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- Salary defined according to the MSF Japan Salary Scale.
- Social insurance coverage: Japanese government insurance (Health Insurance, Welfare Pension, Employment Insurance, and Workers' Accident Insurance).
- Holidays: Saturdays, Sundays, Japanese national holidays, and any other days specified by MSF Japan.

Application documents (Please send all these documents)	1. CV, with your photo if possible (in English) 2. Motivation letter (in English) 3. 履歴書 (和文・できれば写真付) 4. 職務経歴書 (和文) 5. 志望動機書 (和文)
Email Address	Please send the above documents to: <b>hqhr-recruitment@tokyo.msf.org</b>
Application Deadline	We will close the position as soon as we find the best candidate.
Note	Only short-listed applicants will be contacted.