

JOB DESCRIPTION	
Department: IT Department	
Position: Business Application Sr. Officer ビジネスアプリケーション・シニアオフィサー	Reporting to: Business Application Manager Number of direct reports: NA
Duration: Fixed term (1 year) * There is a possibility of renewing the contract for up to 3 years.	
Working hours: Full Time	
Job Grade: C	

Purpose of the position

The Business Application Senior Officer plays a key role in driving MSF Japan's technology-driven transformation. This includes leading the introduction, implementation, and adoption of selected platforms and services while ensuring they are deployed effectively and appropriately. The role also requires hands-on configuration, data validation, prototyping, and continuous improvement leadership.

Objectives

The Business Application Senior Officer ensures that MSF Japan's business applications and IT services operate effectively and support organizational goals. The role manages systems using a combination of strategic planning, vendor coordination, and hands-on work, while making appropriate use of internal and external resources. The Senior Officer also provides timely and accurate data, supports cross-departmental projects with suitable IT solutions, develops application plans aligned with MSFJ's strategy, and offers expert advice to internal stakeholders.

- ✓ Ensure stable, secure, and optimized operation of business applications.
- ✓ Manage business users' requirements, multiple vendor activities and project QDC.
- ✓ Lead user onboarding and promote active utilization of new systems.
- ✓ Translate business needs into requirements and manage deliverables.
- ✓ Perform hands-on system work including analysis, configuration, and troubleshooting.
- ✓ Support continuous improvement of internal IT processes and governance.

Requirements of the position

Based in Tokyo (commutable to the MSF Japan Office in Japan), with up to 80% remote work currently allowed depending on tasks. There are chances to attend global conferences online.

Main Responsibilities

1 Unified Supporter Data Platform

- Lead implementation of integrated supporter data platform (donations, International Mobile Staff, event participants, volunteers and so on) as a project manager
- Design and develop secure architectures to protect personal data and privacy.
- Perform hands-on data validation, profiling, and prototype creation.
- Coordinate requirements, integration specs, and acceptance criteria with vendors.
- Considering data collection processes that comply with applicable laws and regulations.
- Guide phased rollout starting with Fundraising (FDR).

2 Salesforce Enhancement; start from Corporate and major donors

- Define requirements and support workflows, configurations, and validations.
- Coordinate vendor activities while also performing internal configuration.
- Support user onboarding and promote consistent adoption across teams.

3 Marketing Automation Preparation

- Support evaluation and planning of MA tools based on data platform readiness.
- Develop CX/UX-oriented use cases and prepare KPIs and dashboards.
- Start with FDR MA use cases and prepare for future expansion.

4 Operation & Continuous Improvement

- Handle SQL investigation, data validation, and issue troubleshooting.
- Manage enhancements, data quality, user accounts, and maintenance.
- Perform small configuration adjustments internally to reduce vendor reliance.
- Reinforce information security measures in accordance with changes in the external environment.

Qualifications and requirements

Essential

- Commitment to MSF's humanitarian principles.
- Experience in IT project management and multi-vendor coordination.
- Hands-on experience in requirements definition and system design.
- SQL and database technical capability.
- Strong communication skills in Japanese especially with non-IT people.
- Experience performing hands-on configuration, analysis, and troubleshooting.

Desirable

- Experience with CRM/MA tools, especially with Salesforce.
- Knowledge of digital marketing, BI, and data analysis.
- Experience with HR, accounting, e-commerce and fundraising systems.
- Knowledge of information security and cloud/on-premises solutions.
- Business level English skills, as it is internal official communication language and it will help to exchange information with other MSF organizations worldwide.

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.

Other Conditions

- 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: hqhr-recruitment@tokyo.msf.org
Application Deadline	We will close the position as soon as we find the best candidate.
Note	Only short-listed applicants will be contacted.