

## ORGANISATION

<b>DEPARTMENT:</b>	IT
<b>MANAGER:</b>	IT Manager
<b>DIRECT REPORTS:</b>	<u>Number of Direct Reports:</u> None
<b>LOCATION:</b>	Saitama City, Saitama

## RESPONSIBILITY

<b>SCOPE:</b>	National <ul style="list-style-type: none"><li>• Implement, manage and support of RB Omiya business application landscape.</li><li>• Manage local IT service delivery and IT projects as required. Serve as a dedicated IT Business Partner</li><li>• Collaborate with vendors, business stakeholders, and leaders to meet business needs.</li><li>• Ensure IT systems align with global standards and local business requirements.</li><li>• Oversee IT security compliance and manage local IT risks.</li></ul>
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## KEY CONTACTS

<b>INTERNAL:</b>	<u>National:</u> Local IT Manager, and all employees <u>International:</u> International IT Team
<b>EXTERNAL:</b>	IT vendors and service providers

## PURPOSE OF THE JOB

The IT Application Specialist will focus on implementation, rollout, operations and support of business application landscape tailored to the Club's business needs. Acting as the local IT Business Partner, this role will collaborate with vendors, business stakeholders, and leaders to ensure adequate IT operations and solution delivery. The IT Application Specialist will also ensure all local applications and IT services align with global Red Bull IT standards while addressing local business requirements. (Native level in) Japanese and (Fluent level in) English is essential, as the role involves strong communication with local and international teams. This hands-on position requires strong IT knowledge, a proactive mindset, and the ability to drive IT initiatives in a dynamic sports environment.

## KEY RESPONSIBILITIES

### 1. Application Management:

- Oversee the implementation, operation, and maintenance of local and global applications.
- Implement and maintain local IT processes like IT Demand Management, Application Portfolio Management.
- Collaborate with vendors and global IT teams on application rollouts and upgrades.
- Support the digitalization of the club proactively through IT innovations.
- Ensure local applications meet business requirements and adhere to global Red Bull IT standards.
- Oversee overall IT application management, service operations, and support for local soccer facilities (operations, service and end-user support, service management).

### 2. Business Relationship Management:

- Act as the primary IT point of contact for local business stakeholders and leaders.
- Communicate technical solutions clearly to non-technical audiences.

- Gather business requirements and translate them into actionable IT solutions.
- Communicate effectively with stakeholders to ensure a clear understanding and collaboration.
- Provide regular reports on IT activities to local and HQ management.

### **3. Project Management:**

- Lead and support projects according to Red Bull's IT Project Management methodology.
- Enable new digital initiatives, collaborate with global IT teams.
- Coordinate project tasks, resources, and timelines, ensuring deliverables meet business expectations.
- Discuss technical requirements and business demands with global IT.

### **4. Vendor Management:**

- Build and maintain strong relationships with key IT vendors.
- Oversee vendor contracts and ensure services align with business needs.
- Serve as the escalation point for vendor-related issues.
- Support the IT Manager in managing, aligning, and monitoring the application budget, including handling invoices to ensure efficient operations.

### **5. IT Security and Compliance:**

- Ensure all software applications comply with relevant laws, regulations, contractual obligations, security and compliance standards.
- Identify and mitigate risks related to application operations and data management to prevent any unpleasant incidents or service issues.

### **6. IT Support Process:**

- Ensure a gameday-ready IT setup locally (network, server, applications)
- Coordinate with operational partners and event IT support staff
- Manage and resolve application and infrastructure issues and manage incidents
- Monitor employee user support, KPI dashboards, and track the ticket queue using the central Service Desk platform

## **EDUCATION AND QUALIFICATIONS**

1. University degree in Computer Science, Technology, or a related field in any IT subject.

## **EXPERIENCE, KNOWLEDGE & SKILLS:**

### **Key Skills:**

- Proven min. 3 years of hands-on IT experience, focusing on software application implementation and operations in Global IT organization.
- Proven ability to collaborate with vendors and business stakeholders to deliver IT Solutions.
- Strong understanding of software lifecycle management, including implementation, support, and upgrades.
- Native in Japanese and Fluency in English (written and verbal) is mandatory.
- Excellent interpersonal and communication skills, with the ability to work effectively with both technical and non-technical teams.
- Ability to develop and maintain local IT processes in alignment with global standards.
- An excellent operator with a hands-on approach and a positive attitude.

- Experience in budget management, IT sourcing, and vendor/license management.
- Strong communication and interpersonal skills, along with the ability to effectively advocate for IT and engage with business partners in a sporting environment.

### **Nice to have:**

- Knowledge of and experience with software and hardware technologies utilized in team sports or event environments is not essential but beneficial.
- Experience in IT project management or coordinating IT initiatives.
- Basic knowledge of IT infrastructure (e.g., network setup, servers).
- Familiarity with IT security and compliance requirements.
- Exposure to IT operations in team sports or event environments.

### **General skills/knowledge:**

- Excellent written and verbal communication skills and exceptional interpersonal abilities in both English and Japanese.
- Capability to present ideas in business-appropriate and user-friendly language, complemented by a strong service orientation.
- Highly self-motivated and proactive, with a positive and pragmatic attitude
- Ability to perform well under pressure, with a strong business and customer focus.
- Ability to organize, prioritize, and coordinate multiple tasks.
- Proficient in problem-solving and with a flexible and pragmatic can-do attitude
- A passion for soccer and team sports

### **TRAVEL (% OF TOTAL TIME):**

- 10%