BioSpectrum the business of Bio & Health Sciences ASIA EDITION

Tech CRM Manager at GSK, Japan

September 22, 2021 | News

Accountable for delivering and realizing tech initiatives including your proposals related to digital transformation by ensuring that all such deliverables are aligned to Company's objectives



Apply Now!

Job Purpose & Key Responsibilities

We are seeking passionate, positive thinking, and proposal-based professionals to join our Japan Pharma Tech organization. You will have the opportunity to work on Japan and global stakeholders to identify the opportunities as well as tackle the challenges at the intersection of healthcare, information and technology.

This position will be a part of the Japan Pharma Tech to support mainly CRM (Customer Relationship Management). This role is accountable for delivering and realizing tech initiatives including your proposals related to digital transformation by ensuring that all such deliverables are aligned to Company's objectives and successfully implemented with measurable results

This Role Has Accountability Of

Establishing strong partnership with business stakeholders

- Finding business problems with properly understanding background "why"
- Identifying unmet business needs and proactively proposing solutions
- Understanding the business and supporting Veeva CRM and related systems such as Power BI, ELT
- Deliver systems and system changes related to Veeva CRM with agile/ scrum approach, and deliver on schedule, on budget and on target.
- Creating and driving Tech Strategy for Customer Engagement to support/ influence strategy of Sales, Commex and Medical department.
- Supporting Product Launch success
- Developing strong collaboration relationships with Global teams and external partners

Required Skill, Experience, Etc.

Basic Qualification

Skill

- Expertise in SFDC or Veeva CRM. Veeva CRM preferred.
- Understanding of Sales processes, data and systems (i.e. BI Report, Ultmarc, JDNet)
- Strong background of Power BI or other BI tools
- Highly effective communication skills in both Japanese and English
- Fluent in Japanese and Business Level in English
- Strong analytical skills with attention to detail Prioritization skills.
- Comprehensive expertise in customer engagement (i.e. UX/UI, Suggestion, and data analytics)
- Working understanding of development methodologies (i.e. traditional waterfall, agile/ scrum)

Experience

- 3+ years of customizing or developing SFDC or Veeva CRM. Veeva CRM preferred.
- 2+ years of Sales or Commercial IT, including but not limited to CRM
- Project management, using Agile/ Scrum methodology
- Management of external partners including off-shore
- International working environment
- Recent experience in leveraging newer technology (i.e. RPA, AR/VR, OR Machine Learning including but not limited to Predictive analytics and NLP)

Education/certification/Language

- Bachelor’s degree or above in related discipline

Preferred Qualification
Skill

- 3+ years of customizing and developing SFDC AND Veeva CRM
- Expertise in Python or R to develop small tools for proof of concept
- Holistic view of pharmaceutical business, especially commercial area

Experience

- Experience in any one of own business, technology company, FMCG company, sales IT, data analyst/scientist
- Pharma industry experience
- Enterprise Scrum Master is a plus

Education/certification/Language

- Project Management Education or equivalent certificate (Agile preferred)

Our goal is to be one of the world’s most innovative, best performing and trusted healthcare companies. We believe that we all bring something unique to GSK and when we combine our knowledge, experiences and styles together, the impact is incredible. Come join our adventure at GSK where you will be inspired to do your best work for our patients and consumers. A place where you can be you, feel good and keep growing.
Important notice to Employment businesses/ Agencies
GSK does not accept referrals from employment businesses and/or employment agencies in respect of the vacancies posted on this site. All employment businesses/agencies are required to contact GSK's commercial and general procurement/human resources department to obtain prior written authorization before referring any candidates to GSK. The obtaining of prior written authorization is a condition precedent to any agreement (verbal or written) between the employment business/ agency and GSK. In the absence of such written authorization being obtained any actions undertaken by the employment business/agency shall be deemed to have been performed without the consent or contractual agreement of GSK. GSK shall therefore not be liable for any fees arising from such actions or any fees arising from any referrals by employment businesses/agencies in respect of the vacancies posted on this site.

Apply Now!