Skill Area and Skill Proficiency

(2) Sales

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Skill Area

Job Category: Sales

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Skill Area of Sales

	Specialty Fields	Skill Items
Job category Common Skill Items	All Specialty Fields	**●Analysis of Customer Environments** Industry Knowledge, Industry Competition Status, Customer Business Contents, Customer Management Policy, Financial Analysis, IT Environments, Decision Processes, Industry Trends **●Proposal of IT Solution** Latest Technology Trends, Latest Application Trends, Team Organization, Utilization of Consulting Techniques, Solutions Selection, Solutions Proposal, Competitive Products Information **●Management of Customer Satisfaction** Customer Satisfaction Management **●Sales Office Work Management** Contract Management, Order Management, Payment Management, Collection Management, Profit and Loss Management, Contract Negotiation, Legal Affairs for Sales, Corporate Ethics, Sales Management **●Business strategy** Understanding of Customer Business Strategies, Investigation and Analysis of Problems and Needs, Analysis of Disincentives, Customer's IT Strategies, Sales Strategies, Formulation of Marketing Strategies **●Project Management** Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management **●Leadership** Leadership **●Communication** 2-Way Communication, Transmission of Information, Organization, Analysis and Retrieval of Information **●Negotiation** Negotiation
Specialty Fields Specific Skill Items	Consulting Sales by Visiting Customers	**●Development of Customer Relationship** Understanding of Customer Preference in IT Service Transaction Forms
	Product Sales by Visiting Customers	**●Specific Products, Service Technology** Solutions Selection, Demonstration, Product Service Technologies
	Sales via Media	**●Utilization of Sales Media** Sales Media, Campaign Management

<Note> Important skills and knowledge for IT professionals are marked with "X" in skill dictionary (corresponding table of ITEE) even if that skills and knowledge are not belonged to the specialty field in the job category as Sales.

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Skill Proficiency/Knowledge Items

Job Category: Sales

Specialty Field: Consulting Sales by Visiting Customers

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Analysis of Customer Environments [Knowledge Items] -Industry Knowledge -Industry Competition Status -Customer Business Contents -Customer Management Policy -Financial Analysis -IT Environments -Decision Processes -Industry Trends	Level 7	Able to analyze external and internal environments of the market that form a base for business strategy planning of the whole industry, based on the perspective of industry and technical trends, as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 6	Able to analyze external and internal environments of the market that form a base for business strategy planning, based on the perspective of industry and technical trends, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry or equivalent market segments.
	Level 5	Able to analyze external and internal environments of the market that form a base for business strategy planning, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to analyze external and internal environments of the customer that form a base for business strategy planning in assigned market, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to analyze external and internal environments of the customer that form a base for business strategy planning in assigned market, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Proposal of IT Solution [Knowledge Items] -Latest Technology Trends -Latest Application Trends -Team Organization -Utilization of Consulting Techniques -Solutions Selection -Solutions Proposal -Competitive Products Information	Level 7	Able to propose advanced and strategic IT solutions that create new markets and lead specific industry business, based on the perspective of industry and technical trends, as a person responsible for sales in whole of specific industry, or equivalent market segments.
	Level 6	Able to propose advanced and strategic IT solutions that create new markets and lead specific sub-industry business, based on the perspective of industry and technical trends, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 5	Able to propose IT solutions that satisfy customer needs, based on mid-long term business strategy, as a person responsible for sales in three companies or more, with 3000 employees or more, or equivalent market segments.
	Level 4	Able to propose IT solutions that satisfy customer needs, based on short-mid term business strategy, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to propose IT solutions that satisfy customer needs, based on short-mid term business strategy, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Management of Customer Satisfaction [Knowledge Items] -Customer Satisfaction Management	Level 7	Able to carry out mid-long term management for customer satisfaction improvement, with the responsibility of all customer satisfaction in the assigned market, as a person responsible for sales in whole of specific industry, or equivalent market segments.
	Level 6	Able to carry out mid-long term management for customer satisfaction improvement, with the responsibility of all customer satisfaction in assigned market, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 5	Able to carry out mid-long term management for customer satisfaction improvement, with the responsibility of all customer satisfaction in assigned market, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to carry out sales activity management for customer satisfaction improvement, by performing analysis and assessment of customer satisfaction in assigned market, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to carry out sales activity management for customer satisfaction improvement, by performing analysis and assessment of customer satisfaction in assigned market, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Sales Office Work Management [Knowledge Items] -Contract Management -Order Management -Payment Management, Collection Management -Profit and Loss Management -Contract Negotiation -Legal Affairs for Sales -Corporate Ethics -Sales Management	Level 7	Able to manage all office work in assigned market with responsibility, including new contract formations for newly created markets and complex contract matters with a lot of exceptional points, as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 6	Able to manage all office work in assigned market with responsibility, including new contract formations for newly created markets and complex contract matters with a lot of exceptional points, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry or equivalent market segments.
	Level 5	Able to manage all office work in assigned market with responsibility, including processing of contract matters with exceptional points, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to perform all office work in assigned market including processing of contract matters with exceptional points, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to perform all office work in assigned market including processing of contract matters with exceptional points, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Business Strategy [Knowledge Items] -Understanding of Customer Business Strategies -Investigation and Analysis of Problems and Needs -Analysis of Disincentives -Customer's IT Strategies -Sales Strategies -Formulation of Marketing Strategies	Level 7	Able to carry out planning of mid-long term business strategy on whole of specific industry, by analyzing problems and needs of industry, based on the perspective of industry and technical trends, as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 6	Able to carry out planning of mid-long term business strategy in assigned market, by analyzing problems and needs of customers, based on the perspective of industry and technical trends, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 5	Able to carry out planning of mid-long term business strategy in assigned market, by analyzing problems and needs of customers, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to carry out planning of short-mid term business strategy in assigned market, by analyzing problems and needs of customers, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to carry out planning of short-mid term business strategy in assigned market, by analyzing problems and needs of customers, as a person responsible for sales in one company or more with 300 but less than 1000 employees, or equal market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	Able to carry out utilization of project management in strategy planning, sales activities, and etc., as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 6	Able to carry out utilization of project management in strategy planning, sales activities, and etc., as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 5	Able to carry out utilization of project management in strategy planning, sales activities, and etc., as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to carry out utilization of project management in strategy planning, sales activities, and etc., as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to carry out utilization of project management in the strategy planning, sales activities, and etc., as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equal market segments.

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Leadership [Knowledge Items] -Leadership	Level 7	Able to lead all sales activities by issuing instructions and orders to sales team and other job categories, in order to establish competitive advantage of IT in assigned market, as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 6	Able to lead all sales activities by issuing instructions and orders to sales team and other job categories, in order to establish competitive advantage of IT in assigned market, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry or equivalent market segments.
	Level 5	Able to lead all sales activities by issuing instructions and orders to sales team and other job categories, in order to establish competitive advantage of IT in assigned market, as a person responsible for sales in three companies or more with 3000 employees or more, or equal market segments.
	Level 4	Able to lead all sales activities by issuing instructions and orders to sales team, in collaboration with other job categories, in order to establish competitive advantage of IT in assigned market, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equal market segments.
	Level 3	Able to lead all sales activities by issuing instructions and orders to sales team, in collaboration with other job categories, in order to establish competitive advantage of IT in assigned market, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equal market segments.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	Able to speak wide-ragingly with the person in charge on customer side, focusing on corporate management and IT utilization, as a person responsible for sales in whole of specific industry, or equivalent market segments. In addition, able to carry out proper 2-Way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 6	Able to speak wide-ragingly with the person in charge on customer side, focusing on corporate management and IT utilization, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments. In addition, able to carry out proper 2-Way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 5	Able to speak wide-ragingly with the person in charge on customer side, focusing on corporate strategy and IT utilization, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments. In addition, able to carry out proper 2-Way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 4	Able to speak wide-ragingly with the person in charge on customer side, focusing on corporate strategy and IT utilization, as a person responsible for sales of one company or more with 1000 or more but less than 3000 employees, or equivalent market segments. In addition, able to carry out proper 2-Way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 3	Able to speak wide-ragingly with the person in charge on customer side, focusing on corporate strategy and IT utilization, as a person responsible for sales of one company or more with 300 or more but less than 1000 employees, or equivalent market segments. In addition, able to carry out proper 2-Way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information

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Specialty Field:
Consulting Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Negotiation [Knowledge Items] -Negotiation	Level 7	Able to set up goals and to make an agreement of corporate strategy and IT strategy on a logical basis with the person in charge on customer side, as a person responsible for sales in whole of specific industry, or equal market segments. In addition, able to establish complex and difficult contract negotiation.
	Level 6	Able to set up goals and to make an agreement of corporate strategy and IT strategy on a logical basis with the person in charge on customer side, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments. In addition, able to establish complex and difficult contract negotiation.
	Level 5	Able to set up goals and to make an agreement on business strategy and IT strategy on a logical basis with the person in charge on customer side, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments. In addition, able to establish complex and difficult contract negotiation.
	Level 4	Able to set up goals and to make an agreement on department policy and IT policy on a logical basis with the person in charge on customer side, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments. In addition, able to establish exceptional contract negotiation.
	Level 3	Able to set up goals and to make an agreement on department policy and IT policy on a logical basis with the person in charge on customer side, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segments. In addition, able to establish exceptional contract negotiation.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Items] ●Development of Customer Relationship [Knowledge Items] -Understanding of Customer Preference in IT Service Transaction Forms	Level 7	Able to carry out establishment of good long term relationship, in order to perform smooth business with the person in charge on customer side, as a person responsible for sales in whole of specific industry, or equivalent market segments.
	Level 6	Able to carry out establishment of good long term relationship, in order to perform smooth business with the person in charge on customer side, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 5	Able to carry out establishment of good long term relationship, in order to perform smooth business with the person in charge on customer side, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 4	Able to carry out establishment of good long term relationship, in order to perform smooth business with the person in charge on customer side, as a person responsible for sales in one company or more with 1000 or more but less than 3000 employees, or equivalent market segments.
	Level 3	Able to carry out establishment of good long term relationship, in order to perform smooth business with the person in charge on customer side, as a person responsible for sales in one company or more with 300 or more but less than 1000 employees, or equivalent market segment.

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Skill Proficiency/Knowledge Items

Job Category: Sales

Specialty Field: Product Sales by Visiting Customers

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Specialty Field:
Product Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Analysis of Customer Environments [Knowledge Items] -Industry Knowledge -Industry Competition Status -Customer Business Contents -Customer Management Policy -Financial Analysis -IT Environments -Decision Processes -Industry Trends	Level 7	
	Level 6	Able to analyze external and internal environments of the market that form a base for planning of product business strategy of the whole industry, based on the perspective of the industry and technical trends, as a person responsible for sales in whole of specific industry or equivalent market segments.
	Level 5	Able to analyze external and internal environments of assigned market that form a base for planning of product business strategy, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 4	Able to analyze external and internal environments of assigned market that form a base for planning of product business strategy, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 3	Able to analyze external and internal environments of the assigned market that form a base for planning of product business strategy, as a person responsible for sales in one company or more with less than 1000 employees or equivalent market segments.

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Specialty Field:
Product Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Proposal of IT Solution [Knowledge Items] -Latest Technology Trends -Latest Application Trends -Team Organization -Utilization of Consulting Techniques -Solutions Selection -Solutions Proposal -Competitive products Information	Level 7	
	Level 6	Able to propose advanced and strategic IT solutions that create new product markets and lead specific industry product business, based on the perspective of industry and technical trends, as a person responsible for sales in whole of specific industry, or equivalent market segments.
	Level 5	Able to propose advanced and strategic IT solutions that create new product markets and lead specific sub-industry product business, as a person responsible for sales in one company or more with 5000 employees or more, or whole of specific sub-industry, or equivalent market segments.
	Level 4	Able to propose complex IT solutions that satisfy customer needs, based on short-mid term product business strategy, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 3	Able to propose standard IT solutions that satisfy customer needs, based on short-mid term product business strategy, as a person responsible for sales in one company or more with less than 1000 employees, or equivalent market segments.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Management of Customer Satisfaction [Knowledge Items] -Customer Satisfaction Management	Level 7	
	Level 6	Able to carry out the mid-long term management for customer satisfaction improvement of specific product groups, with the responsibility of customer satisfaction for specific products group in assigned market, as a person responsible for sales in whole of specific industry, or equivalent market segments.
	Level 5	Able to carry out the mid-long term management for customer satisfaction improvement of specific products groups, with the responsibility of customer satisfaction for specific product groups in assigned market, as a person responsible for sales in one company or more with 5000 employees or more, whole of specific sub-industry, or equivalent market segments.
	Level 4	Able to carry out the sales activities management for customer satisfaction improvement by performing analysis and assessment for customer satisfaction of specific product groups in assigned market, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segments.
	Level 3	Able to carry out the sales activities management for customer satisfaction improvement, by performing out analysis and assessment for customer satisfaction of specific products group in assigned market, as a person responsible for sales in one company or more with less than 1000 employees or equivalent market segments.

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Specialty Field:
Product Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Sales Office Work Management [Knowledge Items] -Contract Management -Order Management -Payment Management, Collection Management -Profit and Loss Management -Contract Negotiation -Legal Affairs for Sales -Corporate Ethics -Sales Management	Level 7	
	Level 6	Able to manage office work for product sales with the responsibility of office work, including processing of complex contracts with a lot of exceptional points in the assigned product business, as a person responsible for sales in the whole specific industry or equivalent market segment.
	Level 5	Able to manage office work for product sales with the responsibility of office work including processing of complex contracts with exceptional points in the assigned product business, as a person responsible for sales in one company or more with 5000 employees or more, the specific sub-industries or equivalent market segment
	Level 4	Able to perform office work for product sales including processing of contracts with exceptional points in the assigned product business, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment.
	Level 3	Able to perform standard office work for product sales in the assigned product business, as a person responsible for sales of one company or more with less than 1000 employees or equal market segment.

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Specialty field:
Product Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Business Strategy [Knowledge Items] -Understanding of Customer Business Strategies -Investigation and Analysis of Problems and Needs -Analysis of Disincentives -Customer's IT Strategies -Sales Strategies -Formulation of Marketing Strategies	Level 7	
	Level 6	Able to carry out planning of mid-long term product business strategy on the specific industry by analyzing problems and needs of industry, based on the perspective of industry and technical trends, as a person responsible for sales in the specific industry or equivalent market segment.
	Level 5	Able to carry out planning of mid-long term product business strategy in the assigned market, by analyzing problems and needs of customer, as a person responsible for sales in one company or more with 5000 employees or more, the whole specific sub-industries, or equivalent market segment.
	Level 4	Able to carry out planning of short-mid term product business strategy in the assigned market, by analyzing problems and needs of customer as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment.
	Level 3	Able to carry out planning of short-mid term product business strategy in the assigned market, by analyzing problems and needs of customers, as a person responsible for sales in one company or more with less than 1000 employees, or equivalent market segment.

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Specialty field:
Product Sales by Visiting Customers

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	Able to carry out utilization of project management in the strategic planning and sales activity, etc, as a person responsible for sales in the specific industry, or equivalent market segment.
	Level 5	Able to carry out utilization of project management in the strategy planning and sales activity, etc, as a person responsible for sales in one company or more with 5000 employees or more, the specific sub-industry, or equivalent market segment.
	Level 4	Able to carry out utilization of project management in the strategy planning and sales activity, etc, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment.
	Level 3	Able to carry out utilization of project management in the strategy planning and sales activity, etc, as a person responsible for sales in one company or more from 1000 but less than 3000 employees, or equivalent market segment.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	Able to lead product sales activity by issuing instructions and orders to sales team and other job categories, in order to establish competitive advantage of products in the assigned market, as a person responsible for sales in the specific industry or equivalent market segment.
	Level 5	Able to lead all product sales activity by issuing instructions and orders to sales team and other job categories, in order to establish competitive advantage of products in the assigned market, as a person responsible for sales in one company or more with 5000 employees or more, the specific sub-industry or equivalent market segment.
	Level 4	Able to lead all product sales activity by issuing instructions and orders to sales team, in collaboration with other job categories, in order to establish competitive advantage of products in the assigned market, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment.
	Level 3	Able to lead all product sales activity by issuing instructions and orders to sales team, in collaboration with other job categories, in order to establish competitive advantage of products in the assigned market, as a person responsible for sales in one company or more with less than 1000 employees or equivalent market segment.

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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	
	Level 6	Able to speak about corporate management and IT strategy with the person in charge on customer side, as a person responsible for sales in the specific industry or equal market segment. In addition, able to carry out proper 2-way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 5	Able to speak about business strategy and IT strategy with the person in charge on customer side, as a person responsible for sales in one company or more with 5000 employees or more, the specific sub-industries or equivalent market segment. In addition, able to carry out proper 2-way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 4	Able to speak about department strategy and IT utilization with the person in charge on customer side, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment. In addition, able to carry out proper 2-way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.
	Level 3	Able to speak about department strategy and IT utilization with the person in charge on customer side, as a person responsible for sales in one company or more with less than 1000 employees, or equivalent market segment. In addition, able to carry out proper 2-way communication and transmission of information with sales team members, and organization, analysis, and retrieval of information.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	Able to set up goals and make an agreement on corporate strategy, and IT strategy on a logical basis with the person in charge on customer side, as a person responsible for sales in the specific industry or equivalent market segment. In addition, able to establish complex and difficult contract negotiations on specific product groups.
	Level 5	Able to set up goals and to make an agreement on corporate strategy, and IT strategy on a logical basis with the person in charge on customer side, as a person responsible for sales in one company or more with 5000 employees or more, or the specific sub-industries or equivalent market segment. In addition, able to establish complex and difficult contract negotiations on specific product groups.
	Level 4	Able to set up goals and to make an agreement on department strategy, and IT utilization on a logical basis with the person in charge on customer side, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment. In addition, able to establish complex and difficult contract negotiations on specific product groups.
	Level 3	Able to set up goals and to make an agreement on department policy and IT utilization based on a logical basis with the person in charge on customer side, as a person responsible for sales in one company or more with less than 1000 employees, or equivalent market segment. In addition, able to establish standard contract negotiations on specific product groups

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Items] ●Specific Products, Service Technology [Knowledge Items] -Solutions Selection -Demonstration -Product service technologies	Level 7	
	Level 6	Able to obtain understanding of the person in charge on customer side, on contribution of technology advantage such as specific products, service groups and solutions including them for the corporate strategy, as a person responsible for sales in the whole of specific industry or equivalent market segment.
	Level 5	Able to obtain understanding of the person in charge on customer side, on contribution of technology advantage such as specific products, service groups and solutions including them for the business strategy, as a person responsible for sales in one company or more with 5000 employees or more, specific sub-industry as a whole, or equivalent market segment.
	Level 4	Able to obtain understanding of the person in charge on customer side, on contribution of technology advantage such as specific product, service groups and solutions including them for the business strategy, as a person responsible for sales in three companies or more with 3000 employees or more, or equivalent market segment.
	Level 3	Able to obtain understanding of the person in charge on customer side, on contribution of technology advantage such as specific product, service groups and solutions including them for the department strategy, as a person responsible for sales in one company or more with less than 1000 employees or equivalent market segment.

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Skill Proficiency/Knowledge Items

Job Category: Sales

Specialty Field: Sales via Media

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Analysis of Customer Environments [Knowledge Items] -Industry knowledge -Industry competition Status -Customer business contents -Customer management policy -Financial analysis -IT environments -Decision processes -Industry trends	Level 7	
	Level 6	
	Level 5	Able to analyze internal and external environments in the market, that form a base for strategic planning of sales business via media in the assigned market, based on professional knowledge of industry and technical trends, as a person responsible for sales in the whole of specific industry, the whole specific product groups or equivalent market segment.
	Level 4	Able to analyze internal and external environments in the assigned market, that form a base for strategic planning of sales business via media, as a person responsible for sales in the specific sub-industry as a whole, whole specific products, or equivalent market segment.
	Level 3	Able to analyze internal and external environments in the assigned market, that form a base for strategic planning of sales business via media, as a person responsible for sales in one part of specific sub-industry as a whole, one part of specific products, or equivalent market segment.

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Proposal of IT Solution [Knowledge Items] -Latest Technology Trends -Latest Application Trends -Team Organization -Utilization of Consulting Techniques -Solutions Selection -Solutions Proposal -Competitive Products Information	Level 7	
	Level 6	
	Level 5	Able to propose complex IT solutions that meet market needs through sales media, based on professional knowledge of industry and technical trends, outstanding sales tools and know-how, and communication skills, as a person responsible for sales in the whole of specific industry, whole specific product groups, or equivalent market segment.
	Level 4	Able to propose complex IT solutions that meet market needs through sales media, based on sales tools and know-how, and communication skills, as a person responsible for sales in the whole specific sub-industry, whole specific products or equivalent market segment.
	Level 3	Able to propose standard IT solutions that meet market needs through sales media, based on effective part of sales tools and know-how, and communication skills, as a person responsible for sales in one part of specific sub-industry, one part of specific products or equivalent market segment

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job category common skill items] ●Management of Customer Satisfaction [Knowledge Items] -Customer Satisfaction Management	Level 7	
	Level 6	
	Level 5	Able to carry out the mid-long term management for customer satisfaction improvement of sales business via media, with the responsibility of customer satisfaction in the assigned market, as a person responsible for sales in the specific industry as whole, whole specific product groups, or equivalent market segment.
	Level 4	Able to carry out the sales activity for customer satisfaction improvement by performing analysis and evaluation of customer satisfaction for sales business via media in the assigned market, as a person responsible for sales in the specific sub-industry as a whole, whole specific products or equivalent market segment.
	Level 3	Able to carry out the sales activity for customer satisfaction improvement by performing analysis and evaluation of customer satisfaction for sales business via media in the assigned market, as a person responsible for sales in one part of specific sub-industry as a whole, one part of specific products or equivalent market segment.

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Sales Office Work Management [Knowledge Items] -Contract Management -Order Management -Payments Management, Collection Management -Profit and Loss Management -Contract Negotiation -Legal Affairs for Sales -Corporate Ethics -Sales Management	Level 7	
	Level 6	
	Level 5	Able to manage office work for sales business via media with responsibility, including complex contract conditions in the assigned market, as a person responsible for sales in the whole of specific industry, whole specific product groups or equivalent market segment.
	Level 4	Able to perform office work for sales business via media, including complex contract conditions in the assigned market, as a person responsible for sales in the specific sub-industry as a whole, whole specific products or equivalent market segment.
	Level 3	Able to perform standard office work in the assigned business via media, as a person responsible for sales in one part of the specific sub-industry, one part of specific products or equal market segment.

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Business Strategy [Knowledge Items] -Understanding of Customer Business Strategies -Investigation and Analysis of Problems and Needs -Analysis of Disincentives -Customer's IT Strategies -Sales Strategies -Formulation of Marketing Strategies	Level 7	
	Level 6	
	Level 5	Able to carry out strategy planning of mid-long term business via media in the whole assigned market, by analyzing problems and needs of the industry based on professional knowledge of industry and technology trends, as a person responsible for sales in the whole of specific industry, whole specific product groups or equivalent market segment.
	Level 4	Able to carry out strategy planning of short-mid term business via media in the assigned market, by analyzing problems and needs of the market, as a person responsible for sales in the specific sub-industry as a whole, whole specific products or equivalent market segment.
	Level 3	Able to carry out strategy planning of short-mid term business via media in the assigned market, by analyzing problems and needs of the market, as a person responsible for sales in one part of specific sub-industry, one part of specific products or equivalent market segment.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	
	Level 5	Able to utilize project management in the strategic planning and sales activities, etc, as a person responsible for the sales of the whole of specific industry, whole specific product groups or equivalent market segment.
	Level 4	Able to utilize project management in the strategic planning and sales activities, etc, as a person responsible for sales in the specific sub-industry as a whole, whole specific products or equivalent market segment.
	Level 3	Able to utilize project management in the strategic planning and sales activities, etc, as a person responsible for sales in one part of specific sub-industry as a whole, one part of specific products or equivalent market segment.

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job category common skill items] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	
	Level 5	Able to lead sales activities via media by issuing instructions and orders to the sales team, business partners and other job categories, in order to establish competitive advantage in IT in the assigned market, as a person responsible for sales in the whole of specific industry, whole specific product groups, or equivalent market segment.
	Level 4	Able to lead sales activities via media by issuing instructions and orders to the sales team and business partners, in collaboration with other job categories, in order to establish competitive advantage in IT in the assigned market, as a person responsible for sales in the whole of specific sub-industry, whole specific products, or equivalent market segment.
	Level 3	Able to lead sales activities via media by issuing instructions and orders to the sales team and business partners, in collaboration with other job categories, in order to establish competitive advantage in IT in the assigned market, as a person responsible in sales for one part of the specific sub-industry, one part of specific products or equivalent market segment.

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Specialty Field:
Sales via Media

Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	
	Level 6	
	Level 5	Able to carry out proper 2-way communication and transmission of information with the person in charge on customer side through sales media such as telephone, and organization, analysis, and retrieval of information by using outstanding know-how on tools such as customer database, as a person responsible for sales in the whole of specific industry, whole specific product groups, or equivalent market segment.
	Level 4	Able to carry out proper 2-way communication and transmission of information with the person in charge on customer side through sales media such as telephone, and organization, analysis, and retrieval of information, by using know-how on tools such as customer database, as a person responsible for sales in the whole of specific sub-industry, whole specific products, or equivalent market segment.
	Level 3	Able to carry out proper 2-way communication and transmission of information with the person in charge on customer side through sales media such as telephone, and organization, analysis, and retrieval of information by effectively using part of know-how on tools such as customer database, as a person responsible for sales in one part of the specific sub-industry, one part of specific products, or equivalent market segment.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Items] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	Able to set up goals and to make an agreement on business strategy and IT strategy based on a logical basis with the person in charge on customer side through sales media such as telephones, as a person responsible for sales in the whole of specific industry, whole specific product groups, or equivalent market segment. In addition, able to establish complex and difficult contract negotiations.
	Level 4	Able to set up goals and to make an agreement on department strategy and IT utilization based on a logical basis with the person in charge on customer side through sales media such as telephones,, as a person responsible for sales in the whole of specific sub-industry, whole specific products, or equivalent market segment. In addition, able to establish complex contract negotiations.
	Level 3	Able to set up goals and to make an agreement on department strategy and IT utilization based on a logical basis with the person in charge on customer side through sales media such as telephones, as a person in charge for sales in one part of the specific sub-industry, one part of specific products, or equivalent market segment. In addition, able to establish standard contract negotiations.

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Specialty Field:
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Skill Proficiency/Knowledge Items of Sales

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Items] ●Utilization of Sales Media [Knowledge Items] -Sales Media -Campaign Management	Level 7	
	Level 6	
	Level 5	Able to carry out formulation of utilization strategy of sales media, with outstanding know-how on sales media including types of tools such as customer database and CRM tools, as a person responsible for sales in the whole of specific industry, whole specific products group or equivalent market segment.
	Level 4	Able to carry out utilization of sales media, with know-how on sales media including types of tools such as customer database and CRM tools, as a person responsible for sales in the whole of specific sub-industry, whole specific products or equivalent market segment.
	Level 3	Able to carry out utilization of sales media, with effective part of know-how on sales media including types of tools such as customer database and CRM tools, as a person responsible for sales in one part of the specific sub-industry, one part of specific products or equivalent market segment.

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