

Job Detail

Senior Level

Position Title	ITSM Process Consultant/Designer
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (PC, Web, Unix) - Database SE IT (PC, Web, Unix) - Web Application SE Executive - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<ul style="list-style-type: none"> • Ability to lead, provide training, guidance to other staff • Lead and contribute technical expertise to define, document, implement the ITIL processes • Continuously refine ITIL processes, policies, configurations to improve the operational efficiency • Create detailed documentation of ITIL processes including designing processes and their flows with inputs, outputs, RACI, CSF/KPI metrics, process dependencies and process steps
Company Info	<p>The group is a global enterprise headquartered in India. The group operates in more than 100 countries across six continents with a mission 'To improve the quality of life of the communities we serve globally, through long-term stakeholder value creation based on Leadership with Trust'.</p> <p>Sixty-six percent of the equity of Sons, the promoter holding company, is held by philanthropic trusts, thereby returning wealth to society. The name has been respected in India for 150 years for its adherence to strong values and business ethics.</p> <p>The companies of the group employ the best and finest, strengthened by a culture of ethics and integrity. Today we stand strong at 702,454 employees</p>
Qualifications	<ul style="list-style-type: none"> • 6+ years' experience in an ITSM field, or equivalent relevant work experience. • Able to handle Client communications, Escalations, Vendors relationships and communicate with Global team members (Cross-cultural understanding). • Experience to create client presentations, documentations, and reports. • ITIL qualification, expert knowledge of all ITIL processes and functions but mainly (IM, PM, CM, KM, SLM, SRM, SACM, CMDB, Availability, Security, Service Continuity and Capacity Management) • Hands on Knowledge and experience on modules like IM, SR, PM, SACM, KM, CMDB etc. in any leading ITSM tool. (e.g., ServiceNow, BMC Remedy, HP Service Manager, Jira Service Management). • Excellent Japanese communication (written and verbal) skills. also have experience to create client presentations, documentations, and reports. • Basic technical background and understanding, to present, discuss technical information with both customer and own IT Technical Teams. • Detailed understanding SLAs, KPIs, etc. and experience in preparing reports as agreed . • Ability to identify areas for improvement and drive continual improvement. • Able to handle Client communications, Escalations, Vendors relationships and communicate with Global team members (Cross-cultural understanding).
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Daily Conversation Level
Salary	JPY - Japanese Yen JPY 7000K - JPY 9000K
Holiday Description	<ul style="list-style-type: none"> • Annual paid leave, • Full weekly two-day system (Saturday / Sunday), • Holidays, year-end and new year holidays, • Condolence leave • Child care and Family care leave

- insurance: health,
- welfare pension, employment and workers' compensation insurance
- system: asset-building savings and defined contribution pension and cafeteria plan (choice corporate members welfare services)