

## Job Detail

Manager Level

Position Title	Cloud Service Delivery Manager
Company Name	Godo Kaisha Amaris Japan/ 合同会社Amaris Japan
Activated / Updated	2024-04-08 / 2024-04-08
Job Type	IT (PC, Web, Unix) - Project Manager IT (Hardware/Network) - Cloud Engineer IT (Hardware/Network) - Project Manager
Industry	Consulting - Other
Location	Asia Japan Tokyo
Job Description	<p>As a Service Delivery Manager, you will be responsible for:</p> <p>Account Management: Oversee client accounts, ensuring their satisfaction and addressing their needs.</p> <p>Contract Management: Handle the contracts of our clients, ensuring they are up-to-date and accurately reflect the agreed-upon services.</p> <p>Stakeholder Coordination: Collaborate effectively with both external and internal stakeholders.</p> <p>Work closely with our Incident Managers to handle any incidents that may occur.</p> <p>Coordinate with our Engineering team to handle requests from clients.</p> <p>Delivering high-quality service: Ensure that our services meet the highest standards of quality and exceed our clients' expectations.</p> <p>The ideal candidate for this position should have:</p> <p>Native proficiency in Japanese and fluency in English.</p> <p>A solid understanding of cloud operations.</p> <p>Exceptional customer-facing and presentation skills.</p> <p>Strong communication skills and a positive energy that motivates the team.</p> <p>An international background.</p> <p>ITIL certification is a plus.</p>
Company Info	<p>Amaris Consulting is an independent technology consulting firm providing guidance and solutions to businesses. With more than 1,000 clients across the globe, we have been rolling out solutions in major projects for over a decade – this is made possible by an international team of 7,500 people spread across 5 continents and more than 60 countries. Our solutions focus on four different Business Lines: Information System &amp; Digital, Telecom, Life Sciences and Engineering. We're focused on building and nurturing a top talent community where all our team members can achieve their full potential. Amaris is your steppingstone to cross rivers of change, meet challenges and achieve all your projects with success.</p> <p>At Amaris, we strive to provide our candidates with the best possible recruitment experience. We like to get to know our candidates, challenge them, and be able to give them proper feedback as quickly as possible. Here's what our recruitment process looks like:</p> <p>Brief Call: Our process typically begins with a brief virtual/phone conversation to get to know you! The objective? Learn about you, understand your motivations, and make sure we have the right job for you!</p> <p>Interviews (the average number of interviews is 3 - the number may vary depending on the level of seniority required for the position). During the interviews, you will meet people from our team: your line manager of course, but also other people related to your future role. We will talk in depth about you, your experience, and skills, but also about the position and what will be expected of you. Of course, you will also get to know Amaris: our culture, our roots, our teams, and your career opportunities!</p> <p>Case study: Depending on the position, we may ask you to take a test. This could be a role play, a technical assessment, a problem-solving scenario, etc.</p> <p>As you know, every person is different and so is every role in a company. That is why we have to adapt accordingly, and the process may differ slightly at times.</p>

	However, please know that we always put ourselves in the candidate's shoes to ensure they have the best possible experience. We look forward to meeting you!
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	Depends on experience

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