

## Job Detail

Executive Level

Position Title	Service Operation Lead
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-05-10 / 2024-05-10
Job Type	Executive - Other IT (PC, Web, Unix) - Database SE IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	Additional Application (SHIPS) implementation Online VDI Improvement PJ Support Service Delivery Operations File Server operation Amazon Connect and Zoom Operation Outsourcing Company iPad use set service operation duties Management of around 26 members / operation management
Company Info	The company is a leading ServiceNow Strategic Partner globally. We have over 600+ global skilled practitioners and successfully completed 4000+ implementations for over 1500+ clients. With the Company's focus on growing our Digital Services offering for clients, we are strengthening our ServiceNow Practice capabilities in Japan and looking to hire experienced ServiceNow Specialists. These professionals are expected to lead our client engagements in Japan and across Asia. They will be supported by our global consultants and have the support of the 150+ strong team of delivery professionals based in our delivery centers in India, Vietnam, and Malaysia. In addition to providing career growth opportunities within ServiceNow Practice, professionals joining Company can look forward to expanding their skills and domain by engaging with our global practices in the fields of Cloud Computing, Cyber Security, Cloud Applications, Artificial Intelligence, and Advanced Analytics
Qualifications	Operation leader of Infrastructure (on-prem servers, VDI, etc) (For L5, above 5 years of experience) Ability to communicate with stakeholders and lead debriefing sessions. Lead experience and management for the delivery team members Vendor management. Maintain and improvement for the operational quality. Experience of operational roll-out
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 7000K - JPY 9500K
Holiday Description	Paid Sick Leave Life Insurance/Disability Casual Dress/Atmosphere Flex-Time / Flexible Schedule Education/Training/Tuition/Certification Reimbursement Optional Telecommute / Work from Home