

Job Detail

Executive Level

Position Title	service desk operation manager
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	IT (PC, Web, Unix) - Database SE IT (Mainframe) - Application SE IT (PC, Web, Unix) - Programmer
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Mentor staff. The manager is responsible for staff productivity as well as ensuring positive client perceptions. He or she will often mentor staff about customer-service skills as well as technical issues.</p> <p>Monitor tickets and calls. Managers will often monitor incoming service-desk tickets to understand broad trends and identify dependencies that individual agents can't see when working on an individual ticket.</p> <p>Manage escalated issues. The manager is the escalation point for any incidents, service requests, or issues. During a typical shift, a manager may spend as much as half of their time managing escalations.</p> <p>Prepare hand-off summary report. At the end of each shift, the manager is responsible for preparing a summary of open issues and conducting a hand-off to their peer on the next shift.</p> <p>Focus on staffing activities. In addition to managing operational activities, the manager will typically spend 10–25% of their day on general staffing activities, such as hiring, training, budgeting, scheduling, and conducting performance reviews</p>
Company Info	<p>One of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era.</p> <p>Their unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses.</p> <p>Headquartered in the U.S., this company is one of the Fortune 500 companies and is consistently listed among the most admired companies in the world.</p> <p>[Passive smoking measures] Indoor smoking Designated smoking area</p>
Qualifications	<p>Experience in Service Desk Team handling</p> <p>Experience in Windows Troubleshooting</p> <p>Experience in ITSM Ticketing tool</p> <p>Experience in Client governance management</p> <p>Experience in SLA Management</p> <p>Build a cohesive team and to manage people effectively. This includes the ability to coach and develop the team</p> <p>Set the long-term direction of the team and obtain thorough understanding of the strategic vision for the service desk</p> <p>Knowledge and understanding of all relevant industry standards.</p> <p>Knowledge and understanding of best practices for service management.</p> <p>Strong communication skills, including the ability to be influential and persuasive with stakeholders.</p> <p>A complete understanding of the organization's business.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 8000K - JPY 9500K
	Insurances Commuting allowance

Holiday Description	Business trip allowance Sports facilities and recreation facilities Educational training / Overseas training system (OJT) Group life insurance
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