

## Job Detail

Executive Level

Position Title	Incident Engineer
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-05-10 / 2024-05-10
Job Type	IT (PC, Web, Unix) - Database SE IT (PC, Web, Unix) - Web Application SE Building/Construction/Equipment/Real Estate - Engineer ( Building/Construction/Equipment )
Industry	
Location	Asia Japan Nagasaki
Job Description	<p>Incident, Problem management and reporting Design &amp; optimize the ITSM processes to ensure consistency across all IT. Align to MetLife global process and tools (Service Now) where possible. Design and operations need to be continuously improved by cooperating/discussing with global service owner. Take a "Command &amp; Control" role to ensure incidents are well managed, communicated and ultimately resolved in a timely manner. Ensure root causes analysis and remediation plans are tracked and implemented in a timely manner. Although not a primary responsibility, be familiar with the CAB (Change Advisory Board) process. Define KPIs for IT services and drive improvements based on KPI data to meet the target SLAs with business. Vendor management relate to delivering IT Managed services, RFP support. Ensure compliance with control policies and all risks identified through selfassessments or outside groups are addressed in a timely manner. Work with other internal teams to assess and check out managed service vendors. Signing vendors and negotiate to make a contract. Document assurance and management of contracts with external vendors. Annual planning of system operation &amp; workload quotation Document management and quality assurance of submitted documents from vendors. Responsible for managing vendor staff. Budget control Management of the IT Infrastructure Service Group's regulations ITIL related service SLA/KPI management Change/Release management Quality management Incident/Problem management IT audit Budget control (Infra service management) Liaise concerned third parties and reporting to Manager.</p>
Company Info	<p>Our Client has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe, and the Middle East. We are ranked #43 on the Fortune 500 list for 2018. With over 150 years of experience, the companies offer life, accident and health insurance, retirement, and savings products through agents, third-party distributors such as banks and brokers, and direct marketing channels. Our name is recognized and trusted by approximately 100 million customers worldwide and we serve more than 90 of the top 100 FORTUNE 500 companies in the United States.</p>
	<p>7+ years' work experience in IT 3+ years' experience in a similar ITSM (ITIL related role) or IT operation /IT service delivery. Strong Communication Skills, be able to work collaboratively both within team and with outside of the team. Excellent Prioritization Skills, be able to adjust things in flexible manners while multitasking. Broad range of basic IT understanding, be able to make troubleshooting/resolving</p>

Qualifications	<p>complicated issues smooth/effective.</p> <p>Logical Thinking, be able to analyze/overcome challenges in logical ways based on data, work towards goals steadily.</p> <p>Single point of contact for all Service Operation issues and escalations.</p> <p>Act as an interface to the Business for all Service Operation related communication.</p> <p>To ensure that Service Levels are well defined, understood and met for all the services. Also, Service Quality is aligning with agreed SLAs.</p> <p>Review the SLA metrics periodically and engage the contracts team in case any modification is needed.</p> <p>Review Incident data to analyze if the delivery space is healthy. Actively participate in managing escalation on major Incidents.</p> <p>Facilitate problem diagnostics for major Incidents. Escalate nonresponsiveness as and when required.</p> <p>Overview the problem space to ensure that right actions are taken in timely manner. Analyze and suggest improvements for effectiveness of known error database.</p> <p>Actively participate in Change Management function to ensure that Change are reviewed, tested, and implemented appropriately without causing any unexpected outages to the environment. Review the Change data and act on the negative trending if any.</p> <p>Actively review the Service Request Management performance to ensure that aging tickets requests are within the threshold and make necessary escalations on time.</p> <p>Strong understanding of SLAs and customer facing metrics</p> <p>Knowledge of ITIL V4 best practices</p> <p>Capable of performing technical and nontechnical translations (Japanese to English)</p> <p>Creating, editing, and managing technical documents and contract papers</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 7000K - JPY 8000K