Job Detail

Position Title	Delivery Manager /Senior Delivery Manager
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) - Web Application SE Executive - Manager (Administration) IT (PC, Web, Unix) - Database SE
Industry	
Location	Asia Japan Tokyo
Job Description	Lead the L2/L3 team for a specific tower to ensure that all the applications under that tower are supported adhering to SLAs Interface with key application stakeholders to ensure that they are satisfied with the support, services and processes that are being followed Ensure quality of services, customer satisfaction Liaise with Service Assurance, application managers in review of processes, deviations. User account management request, User incidents and queries Focuses on proactive maintenance, root cause analysis and permanent fixes to improve application stability. Operational Changes – Design, Build, testing and implementation of changes due to application defects Preventive Maintenance Work on Change Requests initiated by business / IT for any application changes that warrant any functional specification changes. Conduct problem Investigation and perform fixes. Resolve tickets in a timely manner and within defined SLAs. Work closely with other (third party/Alcon) interface groups and support teams at other support levels to quickly resolve issues Manage and enhance the Alcon knowledge repository with updates of resolutions and FAQs.
Company Info	One of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Their unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. 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. [Passive smoking measures] Indoor smoking Designated smoking area
Qualifications	Minimum 10 years of experience, Support project experience with LS domain knowledge ITIL knowledge is a must, should have worked in support engagements
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 13000K - JPY 16000K
Holiday Description	Insurances Commuting allowance Business trip allowance Sports facilities and recreation facilities Educational training / Overseas training system (OJT) Group life insurance Casual clothes allowed (office casual)