

Job Detail

Manager Level

Position Title	End User Service Manager - Insurance
Company Name	Ahead Group
Activated / Updated	2024-03-15 / 2024-03-29
Job Type	IT (Other) - IT Help Desk
Industry	Insurance
Location	Asia Japan Tokyo
Job Description	<p>Position Overview:</p> <p>This position reports to the Head of End User Services and will provide direct managerial supervision for the following work groups:</p> <ul style="list-style-type: none">-Contact Center (CC): Manage the outsourced off-shore Service Desk Support Services which provides an initial point of contact for IT technical support, trouble ticket and service request resolution and referral services to other technologies team to facilitate incident resolution.-Desk Side Support (DSS): Manage the outsourced on-site desk side support team who provide EUS support in both local language and English.-Print Service-Premier Support Desk: VIP Support for senior staff. <p>Responsibilities:</p> <ul style="list-style-type: none">-Point of contact for escalation Management as necessary during all phases of customer support-Help improve and deliver KPI's and reports which help provide transparency and affect positive change for operational areas.Identify and suggest improvement to operational processes for example Incident Management, Change Management, Release Management, post-mortems, RCAs and others-Build and maintain strong cross-functional relationships/alignment with partners across the business-Build and maintain relationships with other Operations Managers to maintain consistent policies, processes and metrics across cloud platforms-Provide Operations' perspective to Product Management to drive product & services improvements with a focus on availability, reliability, scalability etc.-Effective verbal/written communication and presentation skills, including an ability to communicate effectively with a diverse array of stakeholders <p>Skills & Experience:</p> <ul style="list-style-type: none">-5-10 years of experience with support on Windows OS and iOS.-Experience with at least one public Cloud (AWS, Azure & Google Cloud) is a must-Experience with IT Helpdesk and Desktop support-Understanding of core system administration tools, basic networking protocols, Cloud security and compliance-5+ years' experience as an established technology leader-Extensive experience leading teams who have supported 'as a Service' production environment-Experience with ITSM tools-Ability to effectively communicate across all levels of the organization-Fluent in English as well as in Japanese
Company Info	n/a
English Level	Fluent (TOEIC 865-)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 10000K - JPY 14000K

