

Job Detail

Executive Level

Position Title	Service Transition Manager Tokyo Job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-21 / 2024-04-09
Job Type	IT (PC, Web, Unix) - Business Application SE IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Project Manager
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Service Transition Planning:</p> <p>Develop and implement comprehensive service transition plans for new or modified services. Collaborate with project managers, development teams, and other stakeholders to ensure alignment with project timelines and goals. Define and document transition milestones, dependencies, and success criteria.</p> <p>Change Management:</p> <p>Work closely with the Change Management team to assess and authorize changes to the production environment. Ensure that changes are properly documented, tested, and approved before being deployed into the live environment. Mitigate risks associated with changes and communicate effectively with stakeholders.</p> <p>Release and Deployment Management:</p> <p>Oversee the release and deployment processes, ensuring that new services or changes are deployed efficiently and without negative impact on existing services. Coordinate with release managers and deployment teams to schedule and execute deployments.</p> <p>Knowledge Management:</p> <p>Develop and maintain a knowledge base for service transition processes, documentation, and best practices. Provide training and support to other IT teams on service transition procedures.</p> <p>Quality Assurance:</p> <p>Implement and monitor quality assurance processes for service transition activities. Conduct post-implementation reviews to evaluate the success of transitions and identify areas for improvement.</p>
Company Info	<p>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.</p> <p>[Passive smoking measures] Indoor smoking Designated smoking area</p>
Qualifications	<p>Minimum of 12 to 15 years of experience in IT service management. Demonstrated success in managing service transition projects. Bachelor's degree in Information Technology, Computer Science, or a related field. ITIL certification is highly desirable. Proven experience in IT service transition management. Strong understanding of ITSM principles and practices. Excellent communication and interpersonal skills. Project management skills and experience. Analytical and problem-solving abilities.</p>

	Knowledge of relevant tools and technologies related to service transition. Japanese language: Business level japanese and english required
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 9000K - JPY 11000K
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)