

Job Detail

Executive Level

Position Title	Service Delivery Manager Tokyo Job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-22 / 2024-04-09
Job Type	IT (PC, Web, Unix) - Database SE Executive - Manager (Administration) IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	<p>15+ years of IT experience in Application / Infrastructure platform support with Incident, change and Problem Management in a Service Operations lead role</p> <p>Good experience in SLA adherence, ticket management, Escalation and Notification management</p> <p>Follow-ups and mitigation of incidents until resolution adhering to the agreed process & SOPs.</p> <p>Experience in ITSM following ITIL Framework and Methodologies with best practices to deliver under SLA targets.</p> <p>ITIL foundation certification preferred</p> <p>Takes ownership of every open ticket, drives them from New to Completion maintaining the ticket health and quality aspects</p> <p>Monitor & report and manage Service Metrics, KPI's of the service provider</p> <p>Prioritizing Incidents depending on the impact to operations/business.</p> <p>Experience in Handling P1, P2 and P3/P4 Issues, bridge calls, Impact Communications (notification & escalation)</p> <p>Ensuring Effective, Timely and regular communication/updates are going out on ongoing issues/tickets.</p> <p>Generate status reports/consolidate IM reports to the Sr IT Service Ops</p> <p>Handle the escalations accordingly to the respective Tech Teams.</p> <p>People manage the shift engineers on load distribution, work on hand, backlog management</p> <p>Responsible and oversee the shift handoffs between shift managers from one shift to another</p> <p>Track and report shift engineers unavailability and report to Tech leads / SDMs</p> <p>Drive and lead operational meetings with the Tech Leads to discuss service improvements areas and drive continual service improvements</p> <p>Provide regular feedback on performance review of the team members</p> <p>Propose, drive, and implement initiatives within the support organization to maximize the End user satisfaction.</p> <p>Cross team collaboration initiatives</p> <p>Perform regular ticket audit and identify gaps in ticket quality aspects</p> <p>Ensuring people are logging correct time on tickets those are being worked for the correct utilization reports and effective delivery.</p> <p>Clarification of service independent questions regarding solved / not solved Incidents / changes / Service requests / problems</p> <p>Backlog Management: Check regularly (several times in a week) all open tickets and drive them for closure</p> <p>Excellent verbal and written communication skills</p> <p>Japanese Language: Japanese (N2 and above), Business level English.</p>
Company Info	<p>This company is a leading foreign-affiliated solutions and services provider in the information, communications, and technology (ICT) industry. With over 130,000 employees in 90 countries, they provide innovative IT solutions to nearly 1000 global customers, including Fortune 500 companies.</p> <p>Measures against passive smoking】</p> <p>No smoking indoors allowed</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)

Salary	JPY - Japanese Yen JPY 12000K - JPY 15000K
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