

## Job Detail

Manager Level

Position Title	【Global Environment】 L2 SD Team Leader
Company Name	Godo Kaisha Amaris Japan/ 合同会社Amaris Japan
Activated / Updated	2024-03-26 / 2024-04-08
Job Type	IT (Hardware/Network) - Project Manager IT (PC, Web, Unix) - Project Manager IT (Mainframe) - Project Manager
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	<p>We are looking for an experienced L2 SD Team Leader who is fluent in both English and Japanese to join our team. The successful candidate will be responsible for leading a team of L2 support engineers to provide technical support to our customers.</p> <p>Responsibilities:</p> <ol style="list-style-type: none"> <li>1. Manage a team of L2 support engineers to ensure that technical issues are resolved in a timely and efficient manner.</li> <li>2. Monitor team performance and provide coaching and feedback to team members.</li> <li>3. Ensure that team members are following established processes and procedures.</li> <li>4. Collaborate with other teams to resolve complex technical issues.</li> <li>5. Act as a point of escalation for customer issues that cannot be resolved by the L2 support engineers</li> <li>6. Develop and maintain relationships with key customers</li> </ol> <p>Provide regular reports on team performance to senior management.</p> <p>【Screening Process】 1st interview→2nd interview→3rd interview→4th interview</p> <p>We'll ask you to answer following question in 1st interview :</p> <ol style="list-style-type: none"> <li>1. Tell me about yourself.</li> <li>2. Why are you interested in this position?</li> <li>3. What do you know about our company?</li> </ol>
Company Info	<p>【About Us / アマリスについて】</p> <p>Amaris is an independent technology consulting firm providing guidance and solutions to businesses. It gathers more than 6,000 people across 5 continents and more than 60 countries. Amaris is an independent technology consulting firm providing guidance and solutions to businesses. It gathers more than 6,000 people across 5 continents and more than 60 countries.</p> <p>With more than 1,000 clients across the globe, we have been rolling out solutions in major projects for over a decade. Our experts engage across all sectors ranging from financial services and transportation to healthcare and technology.</p> <p>【Why Us? / Amarisを選ぶ理由】</p> <ul style="list-style-type: none"> <li>• Be part of an international, multicultural environment of 6000 talented people over 60 countries and 5 continents</li> <li>• Join a fast-growing global group with a turnover of €565M and over 1,000 clients across the world</li> <li>• Explore opportunities to grow quickly with a tailor-made career path</li> <li>• Take advantage of over 500 training courses in our ACADEMY catalog</li> <li>• Get the opportunity to support nonprofit organizations thanks to our Foundation initiatives and volunteering platform OneSmallStep</li> <li>• Depending on your performance and eligibility criteria, you can benefit from international mobility opportunities and progress your career worldwide, and/or experience other departments and sectors</li> <li>• Unlock your full potential, both professionally and personally.</li> </ul>

	<p>【Measures against passive smoking】</p> <p>No smoking indoors allowed</p> <p>Designated smoking area</p>
Qualifications	<p>Requirements:</p> <ol style="list-style-type: none"> <li>1. Fluent in both English and Japanese (written and spoken)</li> <li>2. Bachelor's degree in Computer Science or related field.</li> <li>3. Minimum of 5 years of experience in technical support, with at least 2 years in a leadership role.</li> <li>4. Strong technical skills and experience with troubleshooting complex technical issues.</li> <li>5. Excellent communication and interpersonal skills.</li> <li>6. Ability to work in a fast-paced environment and manage multiple priorities.</li> <li>7. Experience working with ITIL processes is a plus.</li> </ol>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent (JLPT Level 1 or N1)
Chinese Level	None
Salary	Depends on experience
Salary Description	<p>Social Insurance</p> <p>Commuting/ Transportation Allowance</p> <p>Education/ Training</p>
Holiday Description	<p>Five-Day Workweek</p> <p>Summer Holidays</p> <p>Paid Holidays</p> <p>Congratulatory or Condolence Leave</p> <p>Child-care Leave</p>
Job Contract Period	Hiring full time