

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"> 1. Manage a team of L2 support engineers to ensure that technical issues are resolved in a timely and efficient manner. 2. Monitor team performance and provide coaching and feedback to team members. 3. Ensure that team members are following established processes and procedures. 4. Collaborate with other teams to resolve complex technical issues. 5. Act as a point of escalation for customer issues that cannot be resolved by the L2 support engineers 6. Develop and maintain relationships with key customers <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"> 1. Tell me about yourself. 2. Why are you interested in this position? 3. What do you know about our company?
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"> • Be part of an international, multicultural environment of 6000 talented people over 60 countries and 5 continents • Join a fast-growing global group with a turnover of €565M and over 1,000 clients across the world • Explore opportunities to grow quickly with a tailor-made career path • Take advantage of over 500 training courses in our ACADEMY catalog • Get the opportunity to support nonprofit organizations thanks to our Foundation initiatives and volunteering platform OneSmallStep • 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 • Unlock your full potential, both professionally and personally.

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