

Job Detail

Manager Level

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| Position Title | [Working in Tokyo] Global environment/Nearly 50% are foreign nationals [Service Delivery Manager] |
| Recruiter Company | Hi-Tech Japan K.K. |
| Company Name | Company name is private |
| Activated / Updated | 2024-04-10 / 2024-04-11 |
| Job Type | IT (PC, Web, Unix) - Project Manager IT (Embedded Software, Control Systems) - Project Manager |
| Industry | |
| Location | Asia Japan Tokyo |
| Job Description | <p>Role and Responsibilities:</p> <ul style="list-style-type: none"> • Provide primary advanced technical support and leaderships for IT system and end users. • Manage Daily activities of team and remote IT service desk resources, including but not limited to priority setting, task assignments, coordination, and reporting of the staff. • Manage activities of Internal/external resources within the Service desk or Mobility. • Support of new hire orientation activity. • Work with business units to identify, prioritize, and resolve issues impacting business users and processes. • Participate in Development of IT vision; translate the vision into short/long term goals . • Actively participate in Budget forecasting and tracking process. • Assists with evaluation and selection of applications in conjunction with OT strategy and business requirements as relate to Service Desk functions. • Partner with business relationship managers and functional area leads to identify system requirements and translate business requirements into functional/technical process. • Conduct regular reviews of Service Desk functions to ensure adherence with satisfied stability, performance, and security service levels. • Manages the execution of IT onboarding services. • When Supervising the vendors or contractors, provide managerial support with overall responsibility of leading training, and mentoring for effective performance. <p>Essential Experience:</p> <p>6+ Years of experience and 2+ years of experience in a Senior or Lead position managing IT Service Desk functions, communication skills and customer management experience Excellent Soft skill, Communications skills (Voice & Email) to handle global customers Flexible to work in rotational shifts Strong in Telephonic etiquette. Exposure to basic understanding of Windows operating system Basic Customer service skills Basic understanding of Computers and Trouble shooting skills required. Customer service orientation and ability to work in a team Good knowledge on ITIL Process Good interpersonal skills Strong keyboard skills, should be able to manage 2-3 chats simultaneously Strong interpersonal and communication skills Nice to have:</p> <p>Strong knowledge on operations/service delivery and ability to manage critical situations with minimum supervision Good Analytical & Coordination skills are essential. Ability to prepare reports Ability to perform in adverse situations</p> |
| | We are a Japanese subsidiary of a global IT vendor headquartered in the United |

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| Company Info | <p>States. We are developing new services for major carriers by combining cloud, IoT, and AI technologies with mobile-based services.</p> <p>【Company culture/office atmosphere】 As we are a Japanese subsidiary of a global company, we have established a merit-based evaluation system that allows employees to be promoted based on their performance, regardless of age or past experience. Approximately 50% of the Japanese corporation is foreign nationals, creating a lively work environment.</p> |
| Salary | Depends on experience |
| Holiday Description | <p>Five-Day Workweek Sick Leave</p> |