

Job Detail

Manager Level

Position Title	Service Delivery Manager
Company Name	Thales
Activated / Updated	2024-04-15 / 2024-04-16
Job Type	General Affairs/HR/Legal - General Affairs
Industry	Other
Location	Asia Japan Tokyo
Job Description	<p>【Summary】 She/he delivers the solution in compliance with customer requirements and Thales proposal. She/he manages and drives service delivery projects by ensuring customer satisfaction by being responsible to services delivery in the respect of the Service Level Agreement (SLA), committed time and quality and maximizing the service profitability.</p> <p>【MAIN RESPONSIBILITIES】 She/he delivers the solution in compliance with customer requirements and Thales proposal</p> <ul style="list-style-type: none"> • Supporting pre-sales team to perform quotation, schedules and feasibility study. • Completing and validating the functional specifications with the customer. • Writing the project management plan and making sure of its right monitoring. • Managing project risks and related action plans. • Managing procurement (in sense of hardware, 3rd party or any other sub contracting means). <ul style="list-style-type: none"> • Managing changes (impacts and scope evolution requested by the customer or up sell) during the project. • Reporting internally and externally on project progress and issues (responsible for alerts and escalations). • Ensures the configuration management and archival of project artefacts. • Delivering projects to customer in performing all related activities (acceptance...). • Working with operation team in building the best operational strategy (monitoring, reporting, security, High Availability, performance, etc.). • Coordinating the implementation of the content of the Operational Requirements Specification (ORS) document <ul style="list-style-type: none"> • Ensuring handover to the support team or specific internal/external interface. • Providing feedback to the Product and Deployment teams with information from the field in order to improve Solution and Services offer. <ul style="list-style-type: none"> • Ensuring practices related to the project are in line with Thales ethics and values. <p>She/he manages the Services Delivery project (Service Management)</p> <ul style="list-style-type: none"> • To manages the transition from project to production (handover) • To attend important project milestone reviews to understand project scope and clarify the deliverables status, providing the view of operations/support and final acceptance of the transfer. <ul style="list-style-type: none"> • To provide Operational Requirement and Specification (ORS) to the delivery team. • To review the contract (Service Level Agreement), Functional Requirement and Specification (FRS). • To ensure that the operation team is ready to deliver the service by go-to-production. • To prepare and perform operational kick-off meetings with external stakeholders. • To be responsible of the Service Level Agreement (SLA) delivery to the customer. • To ensure Thales respects the SLA and to provide this visibility to the customer. • To work with Operation engineer and Operation expert to deliver the service defined in SLA. • To monitor that the control service deliverables (report, customer communication, platform change ...) are aligned with Thales production processes and market expected quality level.

	<ul style="list-style-type: none"> • To plan and coordinate preventive maintenance actions regularly (complying with contract or Key Performance Indicator (KPI)) with internal and external stakeholders in order to ensure that the solution is always up, running, and in good conditions. • To analyze the current traffic; follow up action Implementation. • To Lead Operation engineer / Operation expert to match customer expectations. • To make monthly report/meetings, manage escalations, perform action plan follow up. • To coordinate when needed all actions on customer platform (change management, project set up, campaign, etc. • To support the operation team on communication with customers. • To give feedback on backlog and forecast to customer service and finance. • Continuously improve the quality of operation. • Making sure the team, keeps the customer database up to date. <p>She/he drives the project by ensuring customer satisfaction, committed time and quality, project profitability and Thales interests.</p> <ul style="list-style-type: none"> • To be the main interface and escalation entry point with customers for day-to-day relationship. • Growing long-term relationships with customers by continually seeking to increase customer satisfaction and deepen client relationships. • Anticipating clients needs and proposing alternative delivery solutions or business solution in cooperation with sales team. • Deal with change request from customer in cooperation with sales team. <p>Managing and documenting any change request, help sales to ensure the customer perceive the value of the CR (up-sell).</p> <ul style="list-style-type: none"> • Applying the quality processes and using project management tools deployed in Services departments, in particular • Tracking closely the time and costs spent on the project and the Estimate to Completion (ETC) • Managing billing milestones within project work breakdown structure (WBS) • Managing revenue recognition tasks and milestones within project work breakdown structure (WBS) • Freezing the budget on a monthly basis. • Determining ways to reduce costs without sacrificing customer satisfaction. • Maintaining satisfaction within assigned project team and workload balancing.
Company Info	<p>Thales people architect identity management and data protection solutions at the heart of digital security. Business and governments rely on us to bring trust to the billions of digital interactions they have with people. Our technologies and services help banks exchange funds, people cross borders, energy become smarter and much more. More than 30,000 organizations already rely on us to verify the identities of people and things, grant access to digital services, analyze vast quantities of information and encrypt data to make the connected world more secure.</p> <p>Thales Japan has been present in Japan for more than 40 years and has been responsible for expanding our business as well as supporting the local users. Thales objectives are to be an active and recognised partner for the development of infrastructure in Japan and to cooperate with Japanese companies in the export market for defence, transportation, aerospace, space and security.</p>
Qualifications	<p>POSITION REQUIREMENTS</p> <p>Professional Experiences</p> <p>Must</p> <ul style="list-style-type: none"> • ≥ 3 years as Project Manager/Service Delivery Manager on customer facing cloud-based/en-premises solution project. • Excellent customer relationship management / communication. • Experience of the operation of hosted solution (ASP service) with SLA. • Experience in incident management and change management. • Expertise in people management and leadership. • Strong organizational skills. • Ability to manage and prioritize tasks efficiently. • Solid resource planning and problem-solving skills. • Readiness to demonstrate a proactive attitude. • Experience to work with the multi-national and multi-site environments. • Experience of translation on daily basis. • Fluent oral and written skills in both English and Japanese. • Strong teamwork skills and attention to detail. <p>Plus</p> <ul style="list-style-type: none"> • Working experience with Japanese Mobile Network Operators (MNO). • PMP / ITIL certification. • Technical knowledge on solution business (e.g. network, high availability, Cloud (AWS, GCP), etc). • Technical knowledge on mobile phone applications. • Technical knowledge on SIM card. • Crisis and Risk management. . <p>Education : Bachelor/Master degree in Computer Science/Engineering</p>

English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	Depends on experience
Job Contract Period	Hiring full-time position
Nearest Station	Minato-ku, Tokyo, 107-0052

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