

## 求人情報

スタッフレベル

ポジション名	English-Speaking ITSM Developer [Global FMCG Company]
この求人情報の取扱い会社	マイケル・ページ・インターナショナル・ジャパン株式会社/Michael Page International Japan K.K.
企業名	会社名非公開
掲載開始・更新	2024-05-02 / 2024-05-02
職 種	IT関連（オープン・WEB系） - フルスタックエンジニア
業 種	消費財/FMCGメーカー
勤務地	アジア 日本 東京都
仕事内容	<p>Responsible for designing, implementing, and managing ITSM processes within the Global ServiceNow framework. Collaborate with internal IT teams globally and external stakeholders, including service providers and consultants.</p> <p>Description</p> <ul style="list-style-type: none"><li>* Develop, implement, and maintain IT service management processes based on ITIL.</li><li>* Identify, assess, and prioritize ITIL, SecOps, ITOM, Agile processes in Global ServiceNow.</li><li>* Facilitate communication between IT and non-IT departments to ensure proper understanding and alignment of IT service requirements.</li><li>* Manage relationships with external vendors and service providers, ensuring contracts and service delivery meet the organization's requirements.</li><li>* Implement and maintain ITSM tools, including configuring the Global ServiceNow platform and ITIL service management processes.</li><li>* Develop and deliver training and awareness programs to ensure staff are familiar with ITIL and Global ServiceNow service management processes and practices.</li><li>* Develop and deploy Global ServiceNow Scripts and workflows to production.</li></ul> <p>Profile</p> <ul style="list-style-type: none"><li>* In-depth Knowledge of ServiceNow Platform: Solid understanding of various ServiceNow modules, including ITSM, ITOM, SecOps, Agile, APM, coding, and workflow configuration.</li><li>* Knowledge and experience of ITIL framework: Proficiency in best practices for planning, implementing, and managing IT services to ensure high-quality service delivery.</li></ul> <p>Job Offer</p> <ul style="list-style-type: none"><li>* No Japanese needed</li><li>* Attractive compensation packages.</li><li>* Engage with and contribute to projects with prominent global companies.</li><li>* Collaboration with teams worldwide for a truly global experience.</li><li>* Support for achieving career goals within the organization.</li></ul> <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Argia Pradana at +81 3 6832 8642.</p>
企業について(社風など)	A prominent Japanese fast-moving consumer goods (FMCG) enterprise, recognized for its excellence in products and market leadership. Amidst ongoing business transformation efforts in the IT field, the company is dedicated to harnessing advanced technology to elevate operational efficiency and enrich customer experiences.
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	最低限のコミュニケーション
年 収	日本・円 950万円 ~ 1000万円