

systemsGo

Field Services Manager

Work-life balance, friendly environment!

Job Information

Hiring Company

systemsGo Corporation

Job ID

1260466

Division

Engineering Services

Industry

IT Consulting

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Salary

7 million yen ~ Negotiable, based on experience

Hourly Rate

Great work-life balance

Work Hours

Mon-Fri 9am-6pm

Holidays

Starts at 13 days/yr paid leave, increases each year until 22/yr

Refreshed

February 26th, 2025 17:47

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Responsibilities:

1. Service Line(s) – FTE & Classic Support (Field Services)

- Establish and maintain service delivery models, deliverables and processes.
- Establish and maintain pricing – charge rates, contract models etc.
- Review sales proposals for feasibility, accuracy, risk, quality and price.
- Assist with major sales proposals & presentations.

2. Management of Field Services Operations

- Establish and maintain service delivery processes – in conformance with ITIL standards, adapted to systemsGo-specific service lines and business model.
- Recruiting, supervision, mentoring and performance management of a group of Engineers & Consultants
- Make decisions on assignments & scheduling, handling engineer absence, assignment of alternates etc.
- Ensure that delivery processes are documented, communicated and followed.
- Monitor quality standards and implement quality improvement processes.

3. Client Satisfaction - Manage service delivery relationship with a group of clients.

- Monitor client satisfaction.
- Escalation point for service delivery issues.
- Participate in periodic service reviews.
- Direct relationship with senior client personnel.
- Review contract status and invoices.

4. Pre-sales Consultant

- Collect business and technical requirements from customers and design solutions to satisfy these requirements.
- Train and mentor other consultants to develop the skills and experience necessary to lead similar engagements.
- Provide feedback and suggestions on pre-sales process (example: how to better qualify opportunities) in order to improve efficiency and winning rate.

5. Revenue & Profitability Targets

- Track profitability of the section, clients/contracts and individual engineers.
- Ensure that charge rates are set at optimum levels and discounts are limited.
- Monitor service delivery staff performance and ensure that billable hours exceed target levels.
- Identify and implement ways to increase revenue and improve profitability.

Required Skills

Requirements

- Proven experience in working in a Service Delivery/Service Management capacity.
- Good understanding of business planning, P&L analysis.
- Strong problem solving and communication skills between sG and clients.
- Able to multi-task efficiently under time pressure.
- Business level skills at using MS Word, Excel and Outlook.

Required Attributes

- **Communication** – Strong interpersonal and communication skills with a customer service focus
- **Relationship Management Skills** – Able to manage good relation with customers and technical teams
- **Detail Oriented** – Work in a consistent, methodical fashion, and always pay attention to detail with concern for quality results
- **Planning** – Able to gather information on requirements, constraints, resources, schedules etc. and prepare plans to guide successful incident closure
- **Teamwork** – Work effectively in teams. Collaborate with others towards shared goals. Assign/delegate tasks effectively.
- **Leadership** – Ability to firmly lead teams and seek direct reports
- **Productivity** – Able to work unsupervised. Focused on results. Effective time management. Good work load management. Self-motivated and motivating others.
- **Reporting** – Able to create regular support reports and communicate them to the client on a regular basis
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*To apply, please contact: daria.tang@systemsgo.asia

Company Description

systemsGo is a well-established and growing IT professional services company based in Tokyo with offices in Osaka, Hong Kong, Shanghai, Singapore and also servicing clients in Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global

investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group. We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

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