



## Service Delivery 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**

8 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**

April 23rd, 2025 06:01

### 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.

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## 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](mailto:daria.tang@systemsgo.asia)

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## 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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