



Director of Operations

Executive, cloud service management

Job Information

Hiring Company

[Tsukaeru.net Co.,Ltd.](#)

Subsidiary

Tsukaeru.net Co., Ltd.

Job ID

1470353

Division

Operations

Industry

Internet, Web Services

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Nagano Prefecture

Salary

12 million yen ~ 18 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Holidays

Japanese holidays

Refreshed

June 28th, 2024 02:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Executive

Minimum English Level

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

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

The Role: Director of Operations

This full-time position oversees the management of the technology teams responsible for Infrastructure, Applications, and Services, including the company's data center operations. They ensure the security, reliability, and scalability of the company's cloud services, while maintaining high standards of service stability. As a member of the Tsukaeru leadership team, they collaborate with the other executives to achieve business goals on time and under budget. They are conservative and frugal with budgets, looking to achieve maximum results with the wisest possible spending plan.

A successful candidate comes from a background of proven performance in managing technical operations and teams across different countries. They have an in-depth, architect-level knowledge of large-scale IT systems, particularly in Web Hosting & Cloud (XaaS) infrastructure. They are highly accountable and achievement-oriented, ensuring that their team consistently hits all measurables and goals each month and each quarter. They are curious by nature and a proactive learner.

A successful candidate is a skilled manager of people. They know that their consistent leadership creates great results by cultivating everyone in their team. They are proud of the people they have coached and led, and they look to leave a legacy at Tsukaeru by building a strong, resilient Operations team.

Job Duties and Responsibilities:

- Understand and contribute as a leader to Tsukaeru's culture
- Leading and Managing People
 - Proven experience building and leading high-performance teams
 - Ability to navigate fast-paced growth and change with an entrepreneurial mindset
 - Coaching and managing team members to help them grow and improve
- Services Platform Mgt
 - Ongoing relationships with key service providers/partners
 - System architecture (network, hardware, etc.)
 - Release & configuration management (incl. updates)
 - Risk planning and mitigation
- Cost Management
 - Design of functionality vs. cost of delivery
 - Cost budgeting and planning
 - Continuous improvement of asset performance
- Services Stability (SLA Management)
 - Design and manage 24/7 bulletproof uptime
 - Tier 3 Support (platform-caused issues)
 - Disaster Recovery
- Special Projects
 - Project management standards and best practices (PMO)
 - Project design and staffing, project P&L, documentation, and lessons learned

Required Skills

Skills and Qualifications:

- Must share Tsukaeru's Vision and Core Values
- 5+ years' experience leading and managing a technical team
- 5+ years' experience managing a 24/7 IT production environment
- In-depth, architect-level knowledge of large-scale IT systems, particularly in Web Hosting & Cloud (XaaS) infrastructure
- Excellent cost management, planning, budgeting, and reporting skills
- Excellent and highly professional interpersonal skills – in person/video/phone
- Strong verbal and written communication skills in English and Japanese (both business-level required)
- Experience leading geographically dispersed teams (multiple languages and time zones)

Additional Preferred Qualifications:

- Experience working in a company running on EOS, the Entrepreneurial Operating System
 - Experience in a remote working environment
 - Fluency in additional languages preferred
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Company Description