



Service delivery manager (IT support)

Work at a Global IT Consulting Company

Job Information

Hiring Company

[BIOS, Inc.](#)

Job ID

1470922

Industry

IT Consulting

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Refreshed

June 20th, 2024 09:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

High-School or Below

Visa Status

Permission to work in Japan required

Job Description

Place:

Akasaka, Minato-ku, Tokyo
Minatomirai, Nishi-ku, Yokohama, Kanagawa

Mita, Minato-ku, Tokyo

Job description

BIOS is looking for an experienced service delivery manager to manage the operation and the onsite support team servicing our highly regarded global client. You will be expected to work in a fast moving, highly demanding environment to undertake key aspects of maintenance and delivery of onsite user support services.

Responsibilities include but are not limited to the following:

- Identifying customer needs and overseeing service delivery within the business context.
- Fulfilling IT support service needs, achieving goals and expected deliverables in accordance to the customer policies, procedures, and processes.
- Maintain good leadership skills to carry people along and drive projects/task
- Identify root cause for major/critical incidents and, where possible, resolved or provided workarounds, suggestions and improvements to future incidents.
- Assessing customer feedback and establish, improve, and refine services.
- Maintain positive relationships & work collaboratively with various teams of the onsite IT departments and stakeholders.
- Create weekly/monthly and other reports such as incident reports required by the client and propose a service improvement when necessary.
- Attend or conduct weekly/monthly and other operational related meetings.
- Work with BIOS management to manage service contract, cost and invoice related matters.
- Responsible for delivering BAU, the day-to-day tasks and ensure customer's downtime is minimum.
- Oversee the BAU, the day-to-day operation related to technical support to desktop/laptop PCs, printers, monitors, and other customer IT infrastructure with incident management excellence.
- Be familiar with all aspects of customer's IT environment and keep knowledge up-to-date.
- Identify opportunities for improvement, resolving issues, removing conflicts and critical path making sure SLA results are stable
- Conduct ad-hoc technical tasks when required.
- Take part in reviewing the performance level of the onsite engineers
- Take part in managing the skill sets and training of the onsite engineers.
- Take part in building and maintaining inclusive and highly engaged team culture.
- Take part in hiring and onboarding processes of onsite engineers.
- Take part in managing the OJT training of newly hired engineers

Work Hours:

Mon ~ Fri 9:00 to 18:00

One hour's lunch break each day

Required Skills

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Company Description