



IT Service Delivery Manager | ITサービスデリバリーマネージャー | 12M yen

Job Information

Recruiter

iWill Capital G.K.

Hiring Company

Our client is a luxury retail company

Job ID

1471894

Industry

Retail

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience ~ 12 million yen

Refreshed

July 25th, 2024 06:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The role involves delivering IT services within SLA commitments to position the IT department as a leader in the luxury industry. Responsibilities include managing End User Services, overseeing Helpdesk operations, driving Digital Workplace projects, and handling IT asset and user account management. It also includes ensuring high-quality IT services through ITSM oversight and representing the Japan IT division in Global ITSM projects. Collaboration with various teams is crucial for effective management of outsourcing service providers, ensuring availability, performance, and security in project delivery and production environments.

Responsibilities:

IT Service Delivery Management:

- Manage outsourcing Helpdesk service provider for L1/L2 support, ensuring 24/7 operation and SLI adherence.
- Collaborate on implementing standard ITSM processes using ServiceNow.
- Ensure compliance with IT Operation Management Processes and maintain service consistency across regions.
- Responsible for IAM and compliance with Chanel Information Security Policy.
- Review operational procedures to identify improvements and manage costs effectively.

Vendor Management:

- Conduct performance reviews, maintain vendor relationships, handle billing and negotiations.
- Provide budgeting, forecasts, and service catalogs for IT teams and stakeholders.
- Demonstrate flexibility in time management and handle potential overseas travel.

Team Supervision:

- Communicate effectively with internal teams, coach and lead to drive continuous improvement.

Project Management:

- Enhance IT solutions in Chanel Japan through new version rollouts.
- Lead global project deployments, deploy new ITSM tools, create service catalogs, and optimize resources.

Required Skills

Qualifications Summary:

- Bachelor's degree in Engineering, Computer Science, Information Technology, or related field with 10+ years of experience, including 5 years in IT Infrastructure at an MNC.
- Fluent in Japanese and English with strong communication skills.
- Professional certifications: ITIL foundation (mandatory), PMP and Prince2 (preferred).
- Skilled in team and vendor management, focused on continuous improvement.
- Experience in retail, hospitality, or luxury retail preferred.
- Proficient in ITSM, ServiceNow, and project management.
- Strong analytical ability, business focus, and KPI monitoring skills.
- Organized, self-motivated, and quick learner with a proactive approach.
- Ability to prioritize tasks, solve problems, and collaborate effectively.
- Innovative thinker with a drive to inspire and implement new ideas.

Company Description