

IT Service Desk Manager

IT Service Desk Manager in stable firm

Job Information

Recruiter

Robert Half Japan Ltd.

Job ID

1490157

Industry

Pharmaceutical

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 10 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Selling points

- Employment type: Full-time
- Location: Tokyo
- Remote option: Hybrid with flexible arrangements
- Salary: 7M - 10M
- Bonus twice a year
- Weekends off
- Chance to use English
- Business is growing rapidly here in Japan (double digits growths in the last 5 years)
- Internal mobility transfer available
- Employees are proud of their work and how their company contribute to society

Company Profile

- Our client is a global life sciences company which provide a unique range of analytical testing services to clients across multiple industries.
- In Japan, the group has 20 entities with 1200 people and growing business.
- The IT infrastructure provides service desk support for 1200 users as well as operation and management of 200+ servers and 1500+ client machines.

The Role

- Manage a service desk team of around 10 located in Tokyo and Kansai
- Continuous improvement of ticket reduction through overall better IT Infrastructure
- Provide onsite support if needed
- Lead or support in IT projects like integrations or deployment of new tools
- Internal and external stakeholders management

Your Skills

- Able to communicate English with oversea internal stakeholders
- Able to read and write Japanese for documentations
- IT Infrastructure Service desk experience
- Team leadership experience
- Experience working with international IT teams

Location

- Tokyo 23 Wards

Salary

- 7,000,000 yen - 10,000,000 yen

Reference number : 06940-0013046035

If you are interested in hearing more details, you can reach me by Email:

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Company Description

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With more than 300 offices worldwide, Robert Half makes it easy for job candidates to find the services they need, with office locations in Tokyo and Osaka, Japan.

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