



【新着!!東京】 Cloud Hosting Service Manager (IT Infra)

Please do not hesitate to contact us.

## Job Information

**Recruiter**

ACS Japan

**Job ID**

1514811

**Industry**

IT Consulting

**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

**Refreshed**

February 6th, 2025 05:00

## General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

## Job Description

【IT Infra】 Cloud Hosting Service Manager

The Hosting Service Manager will be a member of the Global Hosting Services (GHS) Service Management team and comes to the organization having experience in cloud technology stack especially in Service delivery, provisioning, integration area with a background in IT infrastructure services.

The role holder will be responsible for managing GHS Customer requests and providing consultations including:

- Demand Management: Working directly with customer service teams, fully understand, document and route service

- requests to the appropriate GHS Teams
- Explain GHS Service Catalog to cloud customers, walkthrough the available service offerings and provide consultations for selecting appropriate services
- Coach cloud customers how to consume GHS services
- Serve as an escalation point for efforts that are experiencing problems
- Be a trusted partner for territories, acting as a bridge between global and local teams

The Global Hosting Service provides and operates highly available 24/7 servers, IaaS and PaaS across multiple global on-premise hosting centers and Public Cloud Service Providers.

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## Required Skills

### ■ Basic Qualifications

- 5 years in IT infrastructure services, preferably cloud hosting services - deploying and managing IaaS and PaaS services.
- ITIL certification, Azure Fundamentals (AZ 103)
- Japanese/English Business Level Fluency is required

### ■ Preferred Qualifications

- GCP/AWS certifications, Project Management Professional (PMP)

★ If you have any questions or need more information, please do not hesitate to contact us.

★ Jing Liu | E-mail: [jing.liu@acsjapan.jp](mailto:jing.liu@acsjapan.jp)

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## Company Description