



シニア・プロジェクト・マネージャー/Senior Project Manager/12million and above

IT業界でのキャリアアップをサポートします！

Job Information

Recruiter

Fidel Consulting KK

Job ID

1516609

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

12 million yen ~ 14 million yen

Refreshed

February 4th, 2025 07:00

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

- Managing a large, diverse, geographically distributed team of 200+ people.
- Responsible for managing the delivery of a multi-client contract portfolio in the areas of IT Operations, Platform Maintenance and Customer Support.
- Manage customer relationships from a delivery perspective to achieve best-in-class satisfaction.
- Accountability for key engagement KPIs such as service levels and CSAT.
- Manage operational parameters such as revenue recognition, resource utilization, attrition, gross margins, competency mix, and in-house talent deployment to effectively manage business growth.
- Responsible for the team's talent, attrition management, career planning and development. Drives domain initiatives for the delivery organization and has specific knowledge of customer business processes.
- Provide a way to continuously monitor the stability of existing processes. Regularly review project progress and report status to internal Mindtree delivery leaders. Ensure all projects adhere to fundamental PM and delivery processes such as guidance, staffing, invoicing etc.
- Propose innovative, high-value solutions to customers in the areas of technology or process improvement.
- Identify interdependencies and develop reasonable solutions. Proactive risk and escalation management.
- Contribute to IG initiatives on people/process/technology.
- Ability to travel domestically and internationally as needed (1-2 times a year).

- Manage diverse and large geo-distributed teams; sizes that are in the 200+ range.
- Accountability for managing delivery of portfolio of engagements across multiple customers in the IT operations, platform maintenance and customer support domains.
- Manage customer relationships in the account from delivery perspective and achieve best in class satisfaction.
- Accountable for key engagement KPIs such as Service Levels and CSAT.
- Manage operational parameters like revenue recognition, resource utilization, attrition, gross margin, competency mix, campus talent induction etc. and manage business growth effectively.
- Responsible for people, attrition management, career planning and development of the team. Drive domain initiatives in the delivery organization and have knowledge specific to customer business process.
- Provide continuous monitoring methods for the stability of existing processes. Conduct regular review of project progress & report status to internal Mindtree delivery leadership. Ensure all projects are compliant to basic PM & delivery processes such as guidance, staffing, invoicing etc.
- Conceive innovative, high value solutions for clients in areas of technology or process improvement.
- Identify interdependencies and work to develop plausible solutions. Pro-active Risk and Escalation Management.
- Contribute towards IG initiatives on People/Process/Technology.
- Own and drive at least 1 medium/large proposal in the account(s).
- Willingness to travel domestic and international on a need basis (1-2 times a year).

Required Skills

conditions

- IT experience in service delivery and customer support industry.
- 10+ years combined experience in customer support, BPO organization, IT services and delivery.
- Distributed team delivery, onsite/offshore, delivery process definition and implementation, working across different project types and technologies.
- Delivery management for \$15M to \$20M portfolio
- Experience in delivering large scale technical and IT operational deliveries with teams of at least 200-250 people.
- Demonstrated ability to work in a very fast-paced environment, manage multiple tasks and adapt to highly unstructured situations to deliver results.
- Ability to build high performing teams, coach team members, develop a strong second line, and attract and retain talent.
- Excellent customer negotiating skills and the ability to negotiate with senior leadership teams in the IT and business departments of client companies.
- Ability to provide a coherent vision, strategic plan and leadership to attract buy-in from peers and stakeholders while successfully aligning with the business vision.
- Able to adjust the level of abstraction to accommodate a variety of stakeholders and effectively communicate from campus mind level to client program sponsors.
- Excellent at articulation, communication and presentation.
- At least 3-5 years of customer-facing, field work experience.
- At least 3-5 years of customer facing and field project/program management experience preferred.

Japanese: Business Japanese level, Japanese Language Proficiency Test N2, Business English level

Qualification:

- IT experience in space of Service delivery & Customer support industry.
- 10+ years of total experience in Customer Support, BPO Organization, IT Services and in Delivery.
- Strong experience in Delivery with distributed teams, onsite/offshore, define and implement delivery processes, handle mix of project types and technologies.
- **Managed delivery of \$15M-\$20M portfolio**
- Hands on experience in delivery of large scale Technical and IT operations engagement(s) with a team of at least 200-250 people.
- Demonstrated ability to work in a very fast paced environment, to manage multiple tasks, to adapt and deliver results in highly unstructured situations.
- Ability to build high performing teams, mentoring team members, building a strong second line, ability to attract & retain talent.
- Excellent customer interfacing skills and proven ability to interact with Senior leadership team from IT and Business in the customer organization.
- Ability to provide coherent vision, strategic plans, and leadership to achieve peer/stakeholder buy-in and successful alignment with business vision.
- Able to deal with diverse set of stakeholders and tune abstraction levels to be able to effectively communicate from a campus mind level to client program sponsor
- Proficient in articulation, communication, and presentation.
- Experience of at least 3-5 years in a client facing, onsite project / program management role is good to have.

Japanese Language : Business Japanese Level JLPT N2 and Business English level

Company Description