



## SMレベル・サービス・デリバリー・マネージャー/SM Level Service Delivery Manager14m

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**

1527642

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

14 million yen ~ 16 million yen

**Refreshed**

March 18th, 2025 15:59

### General Requirements

**Minimum Experience Level**

Over 10 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**Qualifications**

- Our client is looking for someone with ITIL and Service Delivery Management experience and experience in the Life Sciences sector to manage production support.
- Technical skills: ITIL, Delivery Management
- Oversee the end-to-end service delivery process to ensure high quality outcomes for clients.
- We will introduce ITIL best practices to streamline and streamline service management.
- Minimum 12 years of experience in service delivery management.
- Expertise in ITIL and Delivery Management practices.
- Coordinate with cross-functional teams to ensure timely and effective delivery of services.
- Monitor service performance indicators and take corrective action if any issues arise.
- Provide regular updates and reports to stakeholders on service delivery status and performance.
- Develop and maintain strong relationships with customers to understand their needs and expectations.

Japanese: Native level Japanese (Japanese Language Proficiency Test Level N), business English required

**Qualification:**

- The ideal candidate will have a strong background in ITIL and Service Delivery Management, with additional experience in Life Sciences and will manage the production support.
- Technical Skills: ,ITIL,Delivery Management
- Oversee the end-to-end service delivery process to ensure high-quality outcomes for clients.
- Implement ITIL best practices to streamline service management and improve efficiency.
- Possess a minimum of 12 years of experience in service delivery management.
- Demonstrate expertise in ITIL and Delivery Management practices.
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**Japanese Languages** : Native level japanese (JLPT N) and Business english required

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## Required Skills

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## Company Description