



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

1529189

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

14 million yen ~ 16 million yen

Refreshed

March 27th, 2025 12:08

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 practices best 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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Company Description