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## IT Technical Operations Manager [Financial Firm]

**Lead IT Operations in Global Firm!**

### Job Information

#### Recruiter

[Michael Page](#)

#### Job ID

1530899

#### Industry

Investment Banking

#### Company Type

Small/Medium Company (300 employees or less) - International Company

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

2.5 million yen

#### Salary Bonuses

Bonuses included in indicated salary.

#### Refreshed

April 4th, 2025 13:32

### General Requirements

#### Minimum Experience Level

Over 3 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

**Lead IT operations for a top global investment firm**, managing end-user services across Asia while driving technical excellence and team performance. This hands-on role offers leadership, bilingual communication (Japanese & English), and VIP support in a dynamic, fast-paced environment.

#### Client Details

**Join a global leader in private investment**, renowned for its innovative approach and strong commitment to operational excellence. With over \$185 billion in assets and a presence across major international markets, this firm offers unparalleled opportunities for career growth, exposure to cutting-edge technology, and the chance to work with top-tier professionals in a

dynamic, fast-paced environment.

### Description

- **Lead and Manage IT Support Teams** - Oversee the day-to-day operations of the Help Desk and Deskside Support teams, ensuring efficient service delivery and optimal end-user experience.
- **Team Development** - Mentor and coach team members, fostering a collaborative troubleshooting approach and driving continuous improvement in technical performance.
- **Advanced Technical Support** - Act as the escalation point for complex issues, providing hands-on support and troubleshooting expertise for internal users and VIPs.
- **Operational Excellence** - Develop and implement best practices, standards, and procedures for IT support, ensuring alignment with ITIL processes and company governance.
- **Metrics and Reporting** - Generate reports on technical performance, root cause analysis, and fault trends to drive improvements in hardware and software.
- **Strategic Collaboration** - Work closely with other IT teams to ensure seamless service delivery and manage change requests while maintaining system integrity.
- **Event Support** - Plan and support IT operations for large-scale internal and external events, including Zoom video conferencing.
- **Continuous Learning** - Stay up-to-date with industry trends and advancements to enhance the team's tools and techniques.

### Job Offer

- **Leadership Opportunity** - Lead a high-performing IT support team across Asia, driving operational excellence and continuous improvement.
- **Global Exposure** - Work in a dynamic, fast-paced environment with a renowned global firm, gaining valuable experience across multiple regions.
- **Career Growth** - Develop professionally with access to strategic planning, team development, and opportunities to collaborate with senior leaders.
- **Competitive Compensation** - Enjoy an attractive salary package, comprehensive benefits, and the chance to work with cutting-edge technology.
- **Hands-On Role** - Directly engage in technical support, VIP management, and large-scale event coordination, enhancing both technical and leadership skills.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Jessa Chiwaya at +81 3 6832 8980.

### Required Skills

- **10+ years of IT experience**, with at least **5 years in IT management**.
- Strong **technical troubleshooting skills** and **problem resolution expertise**.
- Proven ability to **lead and mentor teams**, fostering a collaborative environment.
- **Fluent in both Japanese and English**, with excellent communication skills for senior-level interactions and VIP support.
- Experience with **Microsoft Office 365**, **ServiceNow**, and **mobile device management** (Intune).
- Solid knowledge of **ITIL principles**, **network fundamentals** (TCP/IP, DNS, DHCP, VPN), and **cybersecurity**.
- Highly organized, with the ability to **manage multiple priorities** in a dynamic environment.
- Hands-on approach, able to support users directly and resolve technical issues efficiently.

### Company Description

A leading global private investment firm managing over \$185 billion in assets. With a strong presence across major international markets, this firm excels in delivering innovative investment solutions and operational excellence. Offering dynamic career opportunities and cutting-edge technology, the company fosters professional growth in a fast-paced, collaborative environment.