

systemsGo

Service Delivery Manager

Work-life balance, friendly environment!

募集職種

採用企業名

株式会社システムズ ゴー

求人ID

1260466

部署名

Engineering Services

業種

ITコンサルティング

会社の種類

外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区, 港区

給与

800万円 ~ 経験考慮の上、応相談

時給

Great work-life balance

勤務時間

Mon-Fri 9am-6pm

休日・休暇

Starts at 13 days/yr paid leave, increases each year until 22/yr

更新日

2025年03月26日 07:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Responsibilities:

1. Service Line(s) – FTE & Classic Support (Field Services)

- Establish and maintain service delivery models, deliverables and processes.
- Establish and maintain pricing – charge rates, contract models etc.
- Review sales proposals for feasibility, accuracy, risk, quality and price.
- Assist with major sales proposals & presentations.

2. Management of Field Services Operations

- Establish and maintain service delivery processes – in conformance with ITIL standards, adapted to systemsGo-specific service lines and business model.
- Recruiting, supervision, mentoring and performance management of a group of Engineers & Consultants
- Make decisions on assignments & scheduling, handling engineer absence, assignment of alternates etc.
- Ensure that delivery processes are documented, communicated and followed.
- Monitor quality standards and implement quality improvement processes.

3. Client Satisfaction - Manage service delivery relationship with a group of clients.

- Monitor client satisfaction.
- Escalation point for service delivery issues.
- Participate in periodic service reviews.
- Direct relationship with senior client personnel.
- Review contract status and invoices.

4. Pre-sales Consultant

- Collect business and technical requirements from customers and design solutions to satisfy these requirements.
- Train and mentor other consultants to develop the skills and experience necessary to lead similar engagements.
- Provide feedback and suggestions on pre-sales process (example: how to better qualify opportunities) in order to improve efficiency and winning rate.

5. Revenue & Profitability Targets

- Track profitability of the section, clients/contracts and individual engineers.
- Ensure that charge rates are set at optimum levels and discounts are limited.
- Monitor service delivery staff performance and ensure that billable hours exceed target levels.
- Identify and implement ways to increase revenue and improve profitability.

スキル・資格

Requirements

- Proven experience in working in a Service Delivery/Service Management capacity.
- Good understanding of business planning, P&L analysis.
- Strong problem solving and communication skills between sG and clients.
- Able to multi-task efficiently under time pressure.
- Business level skills at using MS Word, Excel and Outlook.

Required Attributes

- **Communication** – Strong interpersonal and communication skills with a customer service focus
- **Relationship Management Skills** – Able to manage good relation with customers and technical teams
- **Detail Oriented** – Work in a consistent, methodical fashion, and always pay attention to detail with concern for quality results
- **Planning** – Able to gather information on requirements, constraints, resources, schedules etc. and prepare plans to guide successful incident closure
- **Teamwork** – Work effectively in teams. Collaborate with others towards shared goals. Assign/delegate tasks effectively.
- **Leadership** – Ability to firmly lead teams and seek direct reports
- **Productivity** – Able to work unsupervised. Focused on results. Effective time management. Good work load management. Self-motivated and motivating others.
- **Reporting** – Able to create regular support reports and communicate them to the client on a regular basis
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*To apply, please contact: daria.tang@systemsgo.asia

会社説明

systemsGo is a well-established and growing IT professional services company based in Tokyo with offices in Osaka, Hong Kong, Shanghai, Singapore and also servicing clients in Beijing, Seoul, Bangkok, Kuala Lumpur, Hanoi and Taipei.

We are committed to providing our clients with the highest-quality professional services which include IT infrastructure support, systems integration, project management, consulting and staffing solutions. Our client portfolio includes global

investment banks, private equity firms, pharmaceutical and biotech companies, law firms, IT companies, trading & manufacturing firms.

We look after our employees, provide many opportunities for career advancement, competitive salaries, excellent benefits and opportunities to travel and relocate to companies within our group. We are always looking for people with the same commitment to providing quality service, and an enthusiasm to learn and grow.

株式会社 システムズ ゴーは東京に本社を置くIT企業です。大阪、香港、上海、シンガポールに支社を拡大し、アジア各地にプロフェッショナルなITサービスを提供しています。また北京、ソウル、バンコク、クアラルンプール、ハノイ、台北などにもサービスを展開しています。

IT分野のインフラ整備、システムインテグレーション、プロジェクトマネジメント、コンサルティング、人材ソリューションなどを専門としており、他にはない最高レベルのサービスを提供しています。世界的なビジネスを展開する投資銀行や投資信託、製薬及びバイオテクノロジー企業、法律事務所、IT企業、貿易や製造系企業などの外資系企業が、わたしたちのクライアントです。

システムズ ゴーではキャリアアップや給与の見直し、国内外拠点への異動、福利厚生充実など、従業員にあらゆる機会を提供し、より快適な職場環境への改善に努めています。

向上心が高く、わたしたちとともに最高のサービスを追求してくださる方からのご応募をお待ちしています。