



## IT Service Delivery Manager | ITサービスデリバリーマネージャー | 12M yen

### 募集職種

#### 人材紹介会社

アイウィルキャピタル合同会社

#### 採用企業名

Our client is a luxury retail company

#### 求人ID

1471894

#### 業種

小売

#### 会社の種類

大手企業 (300名を超える従業員数) - 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

#### 給与

経験考慮の上、応相談 ~ 1200万円

#### 更新日

2024年07月25日 06:00

### 応募必要条件

#### 職務経験

10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

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

大学卒： 学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

The role involves delivering IT services within SLA commitments to position the IT department as a leader in the luxury industry. Responsibilities include managing End User Services, overseeing Helpdesk operations, driving Digital Workplace projects, and handling IT asset and user account management. It also includes ensuring high-quality IT services through ITSM oversight and representing the Japan IT division in Global ITSM projects. Collaboration with various teams is crucial for effective management of outsourcing service providers, ensuring availability, performance, and security in project delivery and production environments.

Responsibilities:

#### IT Service Delivery Management:

- Manage outsourcing Helpdesk service provider for L1/L2 support, ensuring 24/7 operation and SLI adherence.
- Collaborate on implementing standard ITSM processes using ServiceNow.
- Ensure compliance with IT Operation Management Processes and maintain service consistency across regions.
- Responsible for IAM and compliance with Chanel Information Security Policy.
- Review operational procedures to identify improvements and manage costs effectively.

#### Vendor Management:

- Conduct performance reviews, maintain vendor relationships, handle billing and negotiations.
- Provide budgeting, forecasts, and service catalogs for IT teams and stakeholders.
- Demonstrate flexibility in time management and handle potential overseas travel.

#### Team Supervision:

- Communicate effectively with internal teams, coach and lead to drive continuous improvement.

#### Project Management:

- Enhance IT solutions in Chanel Japan through new version rollouts.
- Lead global project deployments, deploy new ITSM tools, create service catalogs, and optimize resources.

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## スキル・資格

#### Qualifications Summary:

- Bachelor's degree in Engineering, Computer Science, Information Technology, or related field with 10+ years of experience, including 5 years in IT Infrastructure at an MNC.
- Fluent in Japanese and English with strong communication skills.
- Professional certifications: ITIL foundation (mandatory), PMP and Prince2 (preferred).
- Skilled in team and vendor management, focused on continuous improvement.
- Experience in retail, hospitality, or luxury retail preferred.
- Proficient in ITSM, ServiceNow, and project management.
- Strong analytical ability, business focus, and KPI monitoring skills.
- Organized, self-motivated, and quick learner with a proactive approach.
- Ability to prioritize tasks, solve problems, and collaborate effectively.
- Innovative thinker with a drive to inspire and implement new ideas.

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## 会社説明