



## 募集職種

求人ID: 101800  
職種タイトル: Director Level Helpdesk Manager  
人材紹介会社: ボイド&ムーア エグゼクティブサーチ  
部署名: Technology  
勤務形態: 正社員  
勤務地: 東京23区  
給与情報: 経験考慮の上、応相談  
日付: 2008年07月17日 19:26

## 応募必要条件

勤務年数: 10年以上  
英語: 流暢  
日本語: 流暢  
学歴: 短大卒：準学士号  
現在のビザ: 日本国籍、または日本での就労許可が必要です

## 募集要項

### Company Description:

A leading international Insurance organization with a strong presence in Japan delivering a wide range of products.

This position is exclusive to BMES.

### Job Description:

- &middledot; This individual will function in a management capacity responsible for the delivery of HelpDesk supporting over 12,000 internal employees throughout Japan.
- &middledot; Strong management skills are required.
- &middledot; The position will be an intensive, results oriented and measurable role. Constant interaction with local management, customers, vendors, as well as international management and counterparts will be expected.
- &middledot; The position will have significant visibility within the organization and will function as part of cohesive team that will deliver a full spectrum of IT services.

## スキル・資格

### Specific skills

These include, but are not limited to:

- &middledot; Operations Expertise (specifically help desk functions and PC based support)
- &middledot; Ability to Manage Remote Vendor Relationships
- &middledot; Effectively Monitor and Enhance Customer Experience
- &middledot; Desktop Support Supervisory Experience
- &middledot; Project Management Experience

- &middledot; Budget Development and Financial Experience
- &middledot; Strong Technical Skills
- &middledot; Help Desk / End User Management Experience (5 -10 years preferable)
- &middledot; Statistical Analytic Skills
- &middledot; Creative Problem Solving Skills
- &middledot; Prior Experience Supporting or Working in a Global Company

Language Requirements:

- &middledot; Must be fluent in Japanese and English

## 会社概要

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Boyd & Moore Executive Search (BMES) is a high-growth, Ginza-based search firm. We provide senior executive and management-level recruiting services in Japan and other Asia Regional markets. Our team of recruiting professionals has extensive experience recruiting for multinational corporations and professional service organizations in a range of vertical markets within the Technology, Pharmaceutical/Medical, Financial, and Professional Service sectors.

BMES has been instrumental in helping numerous US, European, and Asian-based companies establish or grow their position in the Japanese marketplace. Because we have one of the most extensive networks of professionals in Japan, we are able to give our clients their most valuable competitive advantage: fast access to the most highly qualified candidates in the region.

BMES have expertise in four sectors, including Technology, Life Sciences, Finance, and Professional Services. Our client base is predominantly non-Japanese, and each of our search consultants either has or will develop particular expertise and focus in at least one of the above sectors.