

**Job Information**

Job ID: 100849
Job Title: Service Delivery Head
Recruiter: Softbridge Solutions Japan Co., Ltd.
Division: IT
Company Type: Large Company, International Company
Non-Japanese Ratio: (Almost) All Non-Japanese
Job Type: Full-time
Location: Tokyo - 23 Wards
Salary: 10 million yen - 15 million yen
Date: August 11th, 2008 18:22
Application Deadline: July 8th, 2009

General Requirements

Employment Experience: Over 10 years
Career Level: Executive
English: Business Level
Japanese: Fluent
Education: Bachelor's Degree
Visa Status: Japanese national or permission to work in Japan required

Job Description

A successful candidate will be,

- Responsible for building / hiring the local Infrastructure Management Services engineers and manage the customer delivery.
- Responsible for handling multiple customers and customer interactions including any customer escalations.
- Responsible for motivating and hiring the best engineers; define/review the objectives/career paths/appraisals for service delivery engineers;
- Define and manage the budgets for the group; understands the billing/ profitability
- Support the sales team in creating the new business opportunities and growth in the existing customers for additional revenues.
- Create/Assist SOW; RFP/Proposal response; creation of demos and marketing materials
- Deliver to the defined/agreed Customer Statement of Work following the processes/metrics defined.
- Review of service delivery operations to ensure SOW compliance as per defined metrics

Requirement

- Someone who handled IT management services handling multiple Japanese customers.
- Need technical understanding of the Infrastructure management - including the Windows/unix, Network, storage/security/virtualization
- Some limited travel to US and India; integrate the NOC delivery across all three locations (US, Japan, India)
- Can speak English as well

Company Description

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