

MichaelPage

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ServiceNow Architect for Global Manufacturer

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Job Information

Recruiter

Michael Page

Job ID

1555652

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Refreshed

August 21st, 2025 08:05

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will lead the design and implementation of the ServiceNow Customer Service Management (CSM) module, driving customer-centric service delivery.

By managing platform operations and long-term strategies, you will play a key role in the company's global digital transformation journey.

Client Details

A leading commercial vehicle manufacturer, one of the largest in Japan, operating globally.

The IT division drives company-wide digital transformation, balancing core business support with strategic innovation, and integrating cutting-edge technologies across manufacturing, engineering, and enterprise processes.

Description

- Lead the design and implementation of ServiceNow CSM module
- Drive integration and configuration with existing enterprise systems

- Collaborate with business and IT stakeholders to gather and translate requirements into scalable solutions
- Manage platform operations ensuring stability, performance, and governance compliance
- Define long-term strategies for maintenance, enhancements, and sustainable ecosystem development

Job Offer

- Career opportunity in a newly created role due to business integration
- Remote work flexibility and flextime system (no core time)
- Stable global manufacturer environment with strong career foundation
- Competitive package with base salary, bi-annual bonuses, and multiple allowances (commuting, housing, child, mobile work, etc.)
- 121 annual holidays and full support for work-life balance

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact James Moore at +81368328992.

Required Skills

- Bachelor's degree in Computer Science, IT, or related field
- ServiceNow Certified System Administrator (mandatory)
- Hands-on experience with ServiceNow architecture, design, and implementation
- Experience in CSM module deployment or support
- Japanese conversational level & English business level

Company Description

A leading commercial vehicle manufacturer, one of the largest in Japan, operating globally. The IT division drives company-wide digital transformation, balancing core business support with strategic innovation, and integrating cutting-edge technologies across manufacturing, engineering, and enterprise processes.