



Service delivery manager (IT support)

Work at a Global IT Consulting Company

Job Information

Hiring Company

BiOS, Inc.

Job ID

1563928

Industry

IT Consulting

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 27th, 2025 14:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Place:

Akasaka, Minato-ku, Tokyo
Minatomirai, Nishi-ku, Yokohama, Kanagawa

Mita, Minato-ku, Tokyo

Job description

This position will primarily manage all user support services provided by Bios for a foreign-affiliated client, conduct business communications with clients, and guide them toward resolving issues and achieving future growth

Responsibilities include but are not limited to the following:

- Manage business as usual (BAU) operations

- Fulfill IT support service needs and achieve goals and expected deliverables in accordance with customer policies, procedures, and processes.
- Identify improvement opportunities, resolve issues, resolve conflicts and critical paths, and ensure consistent SLA results.
- Build and maintain positive working relationships with customers and other stakeholders.

Build and maintain an inclusive and engaged team culture.

- Report and review service performance to customers.

Work Hours:

Mon ~ Fri 9:00 to 18:00

One hour's lunch break each day

Required Skills

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Technical Skills

- L2 On-site and remote support troubleshooting experience
- 3+ years troubleshooting PC hardware/Software (Windows workstation 10, Office, Basic Back-office software) and Wintel network (Active directory user and PC accounts, GPO, MS Exchange and/or Office 365)
- 3+ years' experience working for IT service company or servicing as IT Support for 50+ users company.
- Good knowledge of network infrastructure, protocols and services.

Management skills

- 2+ years of experience managing a department or team of 10 or more people
- Client negotiation experience (contracts, service quality, cost, etc.)
- Experience in numerical analysis, report creation (monthly and weekly), and proposal writing
- Team development experience
- Human Resource Development

Requires Languages:

Japanese: Fluent (JLPT1) ~ Native

English: Business level

Work Hours:

Mon ~ Fri

9:00 to 18:00 , or any other hours suggested by BiOS

One hour's lunch break each day

Company Description