



## IT Manager/ Project Lead@ leading logistic global company

### Job Information

#### Temp Agency

Randstad K.K., Professionals

#### Job ID

1565102

#### Industry

Logistics, Storage

#### Company Type

Large Company (more than 300 employees) - International Company

#### Job Type

Temporary

#### Location

Tokyo - 23 Wards, Koto-ku

#### Salary

8 million yen ~ 11 million yen

#### Salary Bonuses

Bonuses included in indicated salary.

#### Refreshed

May 26th, 2026 20:00

### 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

#### ■Project Leadership & Implementation:

- Lead end-to-end IT projects for Japan, including upcoming office migrations and a massive Windows system upgrade across the organization.
- Spearhead the local implementation of the MMP security tool and global product migrations (e.g., Microsoft Intune).

#### ■Team Management & IT Support Escalation:

- Manage and support a small, dedicated IT support team responsible for basic troubleshooting for over 1,000 internal users.
- Act as the final escalation point for complex technical issues, new device support, and inquiries related to internal PCs and logistics scanner devices.

- Coordinate closely with PoCs at various facilities across Japan and partner with global service support when local teams cannot resolve an issue.

■ **Global & Local Coordination:**

- Collaborate extensively with cross-border teams, including global planning teams and the infrastructure security team.
- Manage relationships with local vendors and telecom companies to ensure seamless project delivery.

■ **Performance & SLA Management:**

- Take full ownership of IT performance metrics. Ensure strict adherence to IT support SLAs and high overall IT user satisfaction.
- Meet all project completion KPIs and strictly manage project budgets to align with corporate requirements.

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## Required Skills

• **Language Skills:**

- English: Business-level conversation is required,

as the Team Lead is based in Hong Kong and speaks only English.

- Japanese: Fluent level (Reading and writing skills are mandatory).

• **Professional Experience:**

- IT Project Management: Proven experience in Large-scale IT Project Management is required. Must have a track record of leading office migrations, security tool implementations, and phased system rollouts.
- Team Leadership: Experience managing or guiding an IT support team and acting as an escalation point for complex technical issues.
- Stakeholder Management: Exceptional ability to coordinate across multiple facilities, external vendors, and global IT departments.
- Demonstrated experience managing or participating in large-scale phased rollouts (e.g., Windows OS updates, MDM deployments) for organizations with several thousand users.
- Strong technical knowledge of Microsoft Intune (migration, deployment, and management) and enterprise Windows environments.
- Solid foundation in L2 IT technical support and end-user troubleshooting.
- Excellent communication and negotiation skills to manage multiple stakeholders and external vendors.

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## Company Description