

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
November 10th, 2026 17:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

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.

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.

Company Description