



PR/095179 | Operation Center Administrator Team Lead

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1572892

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

April 14th, 2026 14:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview

Our client is a leading Manufacturing company headquartered in Canada, seeking an experienced professional to lead IT Operations, working at Bien Hoa, Dong Nai.

Job Description

- Lead and mentor the Operations Center team, ensuring collaboration, accountability, and 24/7 coverage.
- Set objectives and provide feedback, supporting team growth and acting as the main escalation point during critical situations.
- Oversee event monitoring, alarm governance, and change management, driving process optimization and reducing

false positives.

- Manage incident and problem resolution, lead RCA, and implement preventative measures.
- Ensure operational excellence through SOPs, reporting, data center monitoring, and vendor relationship management.

Requirements

- Extensive experience in IT operations within medium-to-large corporate environments, with strong knowledge of ITIL best practices.
- 10+ years in I&T support or 5+ years as a system administrator, including leadership and mentoring roles.
- Skilled in managing complex multi-site infrastructure and networks, with hands-on exposure to end-user and manufacturing IT environments.
- Strong leadership, communication, and stakeholder management skills; able to operate in direct and matrix structures.
- Fluent in English and available for rotating shifts to support 24/7 operations.

#LI-JACVN

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Company Description