Bilingual IT Support Senior Manager

global insurance leader, different locat

Job Information

Recruiter
Skillhouse Staffing Solutions K.K.

Job ID
1579984

Industry
Insurance

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
10 million yen ~ 15 million yen

Work Hours
9:00 - 18:00 (Mon-Fri)

Holidays
Saturday, Sunday, and National Holidays, etc

Refreshed
April 9th, 2026 00:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

A global and one of the world's largest Insurance Service providers is looking for a strong bilingual professional for the **End User Services - Senior Team Manager Lead** position within the Japan Information Technology Department.
The ideal candidate will be responsible for defining strategy, managing operations, and driving continuous improvement

across end-user technology services. This role owns the overall digital workplace experience, ensuring employees are provided with a seamless, secure, and modern technology environment aligned with global IT policies and standards. The position combines leadership, operational governance, stakeholder coordination, and technical oversight within a hybrid enterprise setting.

Responsibilities:
- Define and execute the roadmap for end-user platforms including VDI, Windows, Mac, mobile devices, and collaboration tools
- Drive innovation and automation initiatives to enhance user experience and operational efficiency
- Ensure alignment with global technology standards and architectural direction
- Oversee Tier 2 / Tier 3 support functions and resolve escalated technical issues
- Manage incident handling, problem management, and root cause analysis
- Ensure stable, secure, and high-performing end-user computing environments
- Manage IT asset lifecycle processes including procurement, deployment, refresh, and retirement
- Coordinate with vendors and service providers to maintain service quality and cost efficiency
- Maintain compliance with internal controls and audit requirements
- Enforce security standards and regulatory compliance across end-user technologies
- Partner with security and governance teams to mitigate risks
- Support audit activities and remediation efforts when required
- Act as the primary liaison between Japan and global technology teams
- Coordinate deployments, escalations, and global initiative rollouts
- Drive smooth adoption and change management for new technologies
- Build, mentor, and manage a high-performing team of engineers and support specialists
- Foster a collaborative, customer-focused, and continuous-learning culture
- Establish operational standards, documentation, and best practices

Why should you apply:
- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

Company Details:
A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

Required Skills

Required Skills:
- Proven leadership experience in End User Technology or Infrastructure Services domains
- Strong technical knowledge of Windows OS and Mac environments
- Experience with VDI solutions (Citrix experience highly preferred)
- Hands-on understanding of endpoint management tools such as SCCM and Intune
- Experience with MDM solutions including MobileIron and Intune
- Strong familiarity with the Office 365 ecosystem (Exchange, SharePoint, OneDrive, Teams)
- Experience operating in global / multinational IT environments
- Strong problem-solving and stakeholder management capabilities

Company Description