



Lead, Technology Service Delivery – Japan

Job Information

Hiring Company

[Invenergy Japan G.K.](#)

Job ID

1582231

Industry

Petrochemical, Energy

Company Type

International Company

Job Type

Contract

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

8 million yen ~ 10 million yen

Work Hours

09:00 ~ 18:00 (Flexible working hours available)

Holidays

Saturday, Sunday, Public holidays

Refreshed

June 3rd, 2026 10:00

General Requirements

Minimum Experience Level

Over 6 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

«Job Description & Position Highlights»

- A leadership role overseeing IT operations at our Tokyo and other domestic offices, responsible for infrastructure management, incident response, and driving IT projects
- A highly influential role serving as the hub of domestic IT operations, leading infrastructure and support systems to ensure the organization's stable operation
- An environment where you can collaborate with global IT teams to leverage cutting-edge IT infrastructure, expand your career, and deepen your expertise
- A flexible work style offering significant autonomy, including opportunities to work in a global environment utilizing both

English and Japanese, as well as domestic and international business travel

【 Job Responsibilities 】

As Technology Service Delivery Lead, you will be responsible for all aspects of the day to day technology and operations in our Japanese corporate offices and power sites.

- You will ensure our corporate technology services are deployed in your region, are being used effectively and are well received by our users.
- You will oversee projects and be responsible for project deliverables.
- You will own resolution of break/fix issues in your area, which may require you to work closely with remotely based Systems, Network and Desktop engineering teams.
- You will be hands-on, augmenting the global service desk to solve local end user technical challenges, providing support and ensuring the business continues to function without interruption.
- You will monitor and direct our follow-the-sun support to ensure our processes and SLAs are adhered to.
- You will help mentor and coach junior members of the team on technology.
- You will produce documentation for the team or end users to follow.
- You will occasionally be needed to work out-of-hours and be reachable outside of the office. Additionally, you will need to periodically travel, in and out of country, to support our projects and offices.
- You should be able to have conversations in both Japanese and English.

■Responsibilities :

- Serve as the focal point for all IT Operations in our Tokyo office and the Japanese market. Drive resolution of all incident and support requests in your markets.
- Lead efforts of any technology contractors in your region. Perform as a leader for the technology team
- Actively monitor and manage tickets, for you and the follow-the-sun team, in our case management tool.
- Follow up with users on support cases, provide feedback and see problems through to resolution.
- Develop communication channels with the leaders in your region to understand their key business applications and learn how and why they use them
- Perform application, server, networking administration as directed
- Participate in budget process for Japan region
- Provide prompt technical, "White-Glove" response to the leadership team. Quickly drive their issues to resolution
- Research problems and identify trends to strategically address IT needs
- Manage any outages in your region, ensuring our vendors are addressing the issues and you are communicating status to those effected.
- Participate in Out-of-Hours work as required. Sporadically travel to our offices and sites as required, both in country and outside country.
- Assisting with delivering our new construction sites. Working with a project team to design, Plan and implement our IT infrastructure
- Participate in the IT Change Management process, where required
- Collaborate with other teams and work on cross team projects
- Participate in job-specific training and grow your knowledge of IT best practices, new procedures, products and services
- Adhere to the company's values and behaviors
- Perform other duties as assigned

■About the Infrastructure :

Technology at Invenergy consists of a modern, cutting edge IT environment running the Microsoft stack and utilizing best of breed hardware and software solutions.

The core infrastructure utilizes virtual server technology supporting 500 on-premise and cloud-based hosts and 200 on-premise physical hosts. Core switching and routing is with industry best equipment and connected via a hybrid of enterprise MPLS, site-to-site VPNs, and private circuits.

We utilize some of the most advanced cyber security tools and approaches available to help keep our environment safe and protected.

We employ SaaS solutions for rapid solution delivery and virtual desktop infrastructure to support 24/7 operations requirements.

As we continue to grow, we continue to strategically look for innovative ways to enhance Invenergy's IT solutions.

< Invenergy believes inclusion drives innovation >

Diverse teams are better teams. The perspectives and experiences that people from different backgrounds bring to an organization drive better decisions and improve business results.

Invenergy employees are inclusive and welcoming of all colleagues of all backgrounds, genders, races, sexual orientations, religions and abilities.

【 Employment Type 】

Contract

【 Work Location 】

2-11-1, Nagata-cho, Chiyoda-ku, Tokyo, Japan

Required Skills

【 Required Skills 】

- Required Education: Bachelor's Degree
- Technology certifications preferred, not required
- Minimum of 5 years technology experience
- Preference given to candidates with the following application support experience; Workday, Oracle ERP, Microsoft Teams, Office 365, Okta, mimecast and Crestron AV

- Experience with Executive Support and the needs of High-Level team members
- Occasionally travel to perform onsite activities

【Competencies】

- Business-level proficiency in Japanese and English, with the ability to speak and write effectively in both languages
- Strong analytical skills
- Strong organizational and planning skills
- Works well both alone or in a team setting
- Excellent customer service skills

Company Description