



PTS Japan - Bridge People and World -

Night Ops Lead (Data Center) | Build & Lead New BPO

Lead new BPO team with high pay

Job Information

Hiring Company[PTS Japan K.K.](#)**Subsidiary**

Hiring Company: Major Data Center Operator in Japan

Job ID

1584227

Industry

System Integration

Company Type

Small/Medium Company (300 employees or less)

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Koto-ku

Train Description

Yurikamome Line, Shin Toyosu Station

Salary

6 million yen ~ 8 million yen

Work Hours

Working Hours: 20:00 – 08:00 (12-hour night shift, including bre

Holidays

Holidays: Shift-based schedule (e.g., 4 days on / 4 days off)

Refreshed

June 22nd, 2026 05:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

■ Job Title

Data Center Night Shift Operations Lead (BPO Setup)

■ Overview

We are seeking a Night Shift Operations Lead to establish and manage a data center operations team (20:00–08:00). This role goes beyond standard operations and focuses on leadership, team management, and operational design.

■ Responsibilities

- Lead night shift data center operations
- Oversee ticket handling, escort coordination, and call handling
- Train and develop team members (including junior staff)
- Manage handovers between day and night teams
- Handle incident response and decision-making
- Develop and maintain operational manuals
- Communicate with clients when necessary

■ Working Hours

20:00 – 08:00 (12-hour shift with breaks)

Required Skills

■ Requirements

- Experience in data center or IT infrastructure operations
- Experience working night shifts
- Team lead or supervisory experience
- Strong troubleshooting skills

■ Preferred Qualifications

- Business-level English (reading, writing, speaking)
- Experience in multinational environments
- Knowledge of ITIL or operational frameworks
- L2-level support experience

■ Ideal Candidate

- Able to work independently and lead operations
- Strong leadership and communication skills
- Capable of handling incidents calmly
- Interested in building a new operation from scratch

■ Why Join Us

- Lead a new BPO operation from the ground up
 - Take ownership of operational design and team building
 - Strong career growth into management roles
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Company Description