PTS Japan - Bridge People and World -

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

Lead new BPO team with high pay

Job Information

Hiring Company
PTS Japan K.K.

Subsidiary
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
November 19th, 2026 06:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

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

Minimum Japanese Level
Fluent Level

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: 1+ years
- Career Level: Mid-career
- English Level: Conversational (usage ratio: approx. 25%)
- Japanese Level: Business level
- Education: High school diploma
- Visa Status: Work permit in Japan required

Required :

- 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

Location : Koto-ku, Tokyo 23 wards (Yurikamome Line, Shin-Toyosu Station)

Working Conditions :

- Employment Type: Contract
- Salary: ¥6,000,000 – ¥8,000,000
- Working Hours: 20:00 – 08:00 (12-hour night shift, including breaks)
- Days Off: Shift-based schedule (e.g., 4 days on / 4 days off)
- Industry: SIer / System Integrator

Company Description