



PTS Japan - Bridge People and World -

## Night Ops Lead (Data Center) | Build &amp; 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**

March 30th, 2026 11:43

## 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)

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## 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