



[Bilingual] Manager - Change & Incident Management (Azure)

Mission-critical data platforms

Job Information

Recruiter

[Skillhouse Staffing Solutions K.K.](#)

Job ID

1586761

Industry

Insurance

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

9 million yen ~ 10 million yen

Holidays

National Holidays, Weekends, Paid Holiday, etc.

Refreshed

April 29th, 2026 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

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 provide is seeking an experienced Change & Incident Management Manager to join the Data Management Office (DMO) Team.

Responsibilities:

- Own and drive end-to-end Change Management processes across Azure and data platforms
- Plan, schedule, and govern change requests, releases, and deployment windows

- Conduct impact analysis, risk assessments, and change validation reviews
- Facilitate and manage CAB (Change Advisory Board) meetings
- Ensure compliance with enterprise change governance frameworks and audit requirements
- Maintain proper documentation, change records, and approvals tracking
- Lead and coordinate incident management lifecycle, including P1/P2 incidents
- Act as the central escalation point during high-severity incidents
- Drive incident triage, stakeholder communication, and resolution tracking
- Ensure timely business impact reporting and service restoration
- Conduct Post-Incident Reviews (PIR) / Root Cause Analysis (RCA)
- Identify recurring issues and drive preventive actions and service improvements
- Ensure alignment with ITIL-based ITSM practices
- Monitor and improve SLA / KPI adherence for incidents and changes
- Support operational readiness through runbooks, SOPs, and documentation reviews
- Collaborate with engineering and data teams to improve service stability and reliability
- Runbooks, Change records, Incident reports, SOPs and governance documents
- Ensure documentation meets audit, compliance, and internal standards
- Act as the bridge between business, IT, and vendor teams
- Provide structured updates to stakeholders on incidents, risks, and changes
- Coordinate across global and local teams in a matrix environment

Required Skills

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- 5+ years of experience in either Incident Management, or Change Management, or IT Service Management (ITSM)
- Strong understanding of ITIL processes (Incident, Change, Problem Management)
- Proven experience managing enterprise-scale IT operations environments
- Experience handling high-severity incidents (P1/P2) in production systems
- Strong experience in documentation review, governance, and audit readiness
- Excellent stakeholder communication and coordination skills
- Ability to operate calmly and decisively during high-severity incidents

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.

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

Working Style: 3 days' work in office, and 2 days' work from home

Holidays: Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

Services/Benefits: Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

Company Description