



## Service Delivery Manager/ サービスデリバリーマネージャー

### Large Scale IT Program Delivery Manager

#### Job Information

##### Recruiter

Expert Executive Recruiters (EER Global)

##### Job ID

1589309

##### Industry

Software

##### Company Type

Large Company (more than 300 employees) - International Company

##### Non-Japanese Ratio

About half Japanese

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

15 million yen ~ 20 million yen

##### Work Hours

Monday-Friday

##### Refreshed

June 26th, 2026 02:00

#### General Requirements

##### Minimum Experience Level

Over 10 years

##### Career Level

Mid Career

##### Minimum English Level

Business Level (Amount Used: English usage about 50%)

##### Minimum Japanese Level

Native

##### Minimum Education Level

Technical/Vocational College

##### Visa Status

Permission to work in Japan required

#### Job Description

Our client is a **global technology leader** delivering **mission-critical IT solutions** to large enterprise customers in Japan. Their platforms support **millions of users daily** and run **complex, business-critical operations**.

The company has successfully reinvented itself across every major tech shift and is now driving its next phase through a **strategic GenAI & Data division**. They deliver **production-grade, LLM-driven systems** already deployed in **live enterprise environments**. Following a major cloud transformation, the business is strongly focused on **AI, cloud, and high-**

**value platforms.**

We are hiring an experienced **Service Delivery Manager** to lead large-scale, enterprise-wide IT programs delivered from the client location in Tokyo. This role offers the combination many senior leaders look for: enterprise scale, executive visibility, global team leadership, and true strategic ownership.

**Main Responsibilities**

- Lead complex, multi-project enterprise IT programs end-to-end, from strategy definition through execution and go-live
- Define program scope, governance model, integrated master plans, and roadmaps
- Manage global onshore - offshore delivery teams and ensure structured collaboration across regions
- Lead C-level Steering Committee meetings and provide executive reporting on progress, risks, scope, and financials
- Act as the primary escalation point for major program challenges and drive resolution
- Build strong, trust-based relationships with C-suite and senior business stakeholders
- Manage multiple parallel projects under a unified governance structure
- Establish RAID logs, KPIs, dashboards, and structured reporting cadence
- Oversee technical integration, testing readiness, cutover planning, and deployment
- Own program budgets, forecasts, vendor governance, contract compliance, and financial performance
- Lead and mentor program managers, project managers, architects, and engineering leads

**Why join our client**

- Lead high-impact enterprise transformation programs
- Direct exposure to C-level executives and senior leadership
- Build and lead global delivery organizations
- Work at the forefront of AI, cloud, and modernization initiatives
- Stable, well-established global company with long-term strategic programs
- Competitive executive-level compensation

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**Required Skills****Requirements**

- 15+ years of IT delivery experience
- Proven ownership of 2-3 large-scale enterprise IT program deliveries
- Strong experience managing global onshore-offshore delivery models
- Demonstrated C-level engagement and Steering Committee leadership
- Solid multi-project governance experience (RAID, risk, issue, change management)
- Strong people leadership experience (managing managers and senior leads)
- Experience with enterprise system integration, digital transformation, and cloud environments
- Skilled in Waterfall, Agile, and Hybrid delivery models
- Experience managing program budgets and vendor performance
- Fluent English (spoken and written)
- Native-level Japanese communication skills (spoken and written)

**Nice to Have**

- Certifications such as PMP, PgMP, SAFe, or ITIL
- Experience in telecom or other large enterprise environments
- Familiarity with MS Project, Jira, ADO, Confluence, and Power BI

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## Company Description