



IT manager

Work-life balance, friendly environment!

Job Information

Hiring Company

[systemsGo Corporation](#)

Job ID

1589888

Division

Engineering Services

Industry

IT Consulting

Company Type

International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Salary

Negotiable, based on experience

Hourly Rate

Great work-life balance

Work Hours

Mon-Fri 9am-6pm

Holidays

Starts at 13 days/yr paid leave, increases each year until 22/yr

Refreshed

May 11th, 2026 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

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

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Responsibilities:

IT Service Management

- Act as the primary point of contact for all interactions with Global IT
- Coordinate and facilitate collaboration with Global IT teams across regions
- Manage and track SLA and KPI performance, ensuring service targets are met
- Oversee ITSM processes, including:
 - Ticket management
 - Change management
 - Incident management
- Prepare and deliver monthly operational and service performance reports

Vendor & Service Provider Management

- Manage relationships with IT vendors and service providers
- Oversee service delivery quality and contractual adherence
- Support Request for Quotation (RFQ) processes
- Develop and review Statements of Work (SOWs)
- Ensure cost-effective and compliant vendor engagements

Project & Operational Planning

- Provide small-scale project management (PMO) support for IT initiatives
- Support IT-related separation or transition projects, as required
- Plan and coordinate:
 - Device refresh cycles
 - Office relocations
- IT support for business changes and expansions

Governance, Security & Compliance

- Ensure adherence to IT governance, security policies, and standards
- Support compliance activities, audits, and audit responses
- Manage and oversee Privileged Access Management (PAM), including:
 - Just-In-Time (JIT) access controls
- Secure access governance

Required Skills

Required Skills & Competencies:

- Strong understanding of IT Service Management frameworks (e.g., ITIL)
- Experience working with global, distributed IT teams
- Proven vendor and service provider management capabilities
- Solid knowledge of IT governance, security, and compliance principles
- Hands-on experience with ticketing systems, SLA/KPI tracking, and reporting
- Project coordination or small-scale PMO experience
- Excellent communication skills in a cross-functional, multicultural environment

Preferred Qualifications:

- Experience in multinational or regional IT operations
- Familiarity with enterprise identity and access management tools
- Experience supporting business transformations, separations, or relocations

Company Description