



## Infrastructure Operations Lead (Global Biotech Company)

### Lead local IT Infra Operations

#### Job Information

##### Hiring Company

EIRE Systems K.K.

##### Job ID

1591045

##### Industry

Pharmaceutical

##### Company Type

Small/Medium Company (300 employees or less) - International Company

##### Non-Japanese Ratio

About half Japanese

##### Job Type

Contract

##### Location

Tokyo - 23 Wards, Minato-ku

##### Salary

Negotiable, based on experience

##### Refreshed

May 29th, 2026 14:00

#### General Requirements

##### Minimum Experience Level

Over 10 years

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Business Level

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

Permission to work in Japan required

#### Job Description

We are hiring for the role of Infrastructure Operations Lead to oversee and manage Business Information Systems at our global life-science client. In this role, you will work closely with the Managed Service Provider and global IT teams to design, implement, and continuously improve end-user support operations and infrastructure services at the company's Japan branch.

##### Responsibilities:

IT Operations & Delivery:

- Implement ITSM best practices to run effective information systems support processes and services, delivering improvements to enhance end-user experience, collaboration & productivity.

- Identify opportunities for automation and implement solutions to streamline processes.
  - Stay up to date on emerging technologies and evaluate current systems to recommend software, and hardware improvements that enhance performance and efficiency.
  - Ensure compliance with regulatory requirements and industry standards related to IT operations.
  - Implement risk management strategies to mitigate operational and cybersecurity threats.
  - Communicate with end-users on new technology enhancements & changes in partnership with leadership.
- infrastructure,  
global infrastructure

#### Infrastructure Engineering & Support:

- Provide hands-on desktop support to end-users to resolve PC, hardware & software issues
  - Deployment, maintenance, and tracking of technology assets, including laptops, iPads, mobile peripherals.
  - Maintain global asset, software, and IT inventory management processes.
  - Conduct end-user training as needed
- devices, and other

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## Required Skills

### Key Requirements:

- 10+ years of technical experience in infrastructure operations, IT desktop and end user support.
- Proficient knowledge of IT best practices, policies and regulations
- In-depth understanding of computer science, cybersecurity principles, client/server & cloud-based technologies and network architecture.
- Proven leadership skills with the ability to direct and oversee others
- Comfortable working in a dynamic and geographically dispersed project environment.
- Excellent time management & organizational skills, with attention to detail.
- Strong problem-solving skills with the ability to deliver effective solutions

### Language Skill Requirements:

- Excellent oral and written communication skills using English.
- Business level Japanese (JLPT N2 or above), with the ability to communicate and support domestic end-users & coordinate with local stakeholders.

### Nice to Have Experience:

- Experience in the biotechnology/ life-science domain.
  - Project management (PMP) and ITIL certifications.
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## Company Description