



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 1st, 2026 18:22

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

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.

Company Description