Bilingual IT Service Manager – Exclusive job

Lead Service Desk

Job Information

Recruiter
Izumi Network Yugen Kaisha

Job ID
1597459

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
8 million yen ~ 10 million yen

Refreshed
November 5th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Bilingual IT Service Manager – Retail Industry

Language Requirement: Fluent in English and Japanese

Experience: 13–15 years overall, with a minimum of 10 years in IT

Key Responsibilities:

- Lead Service Desk, End User Computing, and Field Service Operations
- Drive customer visits and present service achievements
- Deliver performance reports using Excel, PowerPoint, and other tools
- Manage budgeting, compliance, and vendor coordination
- Participate in RFPs, requirement gathering, and solution design
- Oversee project implementation lifecycle and ensure quality deliverables
- Manage team performance, career paths, and global customer communications
- Handle P&L, revenue targets, cost control, SLAs, and KPIs

Essential Skills:

- Retail IT support experience (POS, billing systems, scanners, printers)
- Strong analytical and managerial capabilities
- Excellent MS Office skills, especially Excel
- Deep understanding of SOWs, change requests, and offshore operations
- Proven success in global customer engagement and communication

Company Description