



## PR/095820 | [HCMC] Operation Center Administrator Team Lead

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1599141

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Canada

**Salary**

Negotiable, based on experience

**Refreshed**

June 26th, 2026 11:02

### General Requirements

**Minimum Experience Level**

Over 10 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

None

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Company Overview**

Our client is a leading Manufacturing company headquartered in Canada, seeking an experienced professional to lead IT Operations, working at HCMC office.

**Job Description**

- Lead and mentor the Operations Center team, ensuring collaboration, accountability, and 24/7 coverage.
- Set objectives and provide feedback, supporting team growth and acting as the main escalation point during critical situations.
- Oversee event monitoring, alarm governance, and change management, driving process optimization and reducing false positives.
- Manage incident and problem resolution, lead RCA, and implement preventative measures.

- Ensure operational excellence through SOPs, reporting, data center monitoring, and vendor relationship management.

## Requirements

- Extensive experience in IT operations within medium-to-large corporate environments, with strong knowledge of ITIL best practices.
- 10+ years in I&T support or 5+ years as a system administrator, including leadership and mentoring roles.
- Skilled in managing complex multi-site infrastructure and networks, with hands-on exposure to end-user and manufacturing IT environments.
- Strong leadership, communication, and stakeholder management skills; able to operate in direct and matrix structures.
- Fluent in English and available for rotating shifts to support 24/7 operations.

#LI-JACVN

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