



PR/095921 | [IT] Service Delivery Manager

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1599189

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

July 12th, 2026 04:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location

Hanoi, Vietnam

Company and Job Overview

A well-established global technology solutions provider delivering consulting, cloud, and managed services to multinational clients across various industries.

Job Responsibilities

- Act as the main liaison for clients, ensuring smooth service delivery and maintaining strong long-term partnerships.
- Identify client challenges and provide appropriate technical recommendations aligned with business goals.
- Coordinate and supervise infrastructure-related service operations and technical implementation activities.
- Monitor project timelines, progress, and performance, ensuring delivery meets agreed standards and expectations.
- Support issue resolution by working closely with internal technical teams to address incidents efficiently.
- Deliver product knowledge, training sessions, and documentation to customers when required.
- Continuously update understanding of technology offerings and propose improvements or new solutions.

Job Requirements

- Degree in IT, Computer Science, or a related discipline.
- Fluent in Japanese
- Prior experience in service delivery, technical account management, or IT support environment.
- Strong communication skills with the ability to manage stakeholders effectively.
- Proven capability in problem-solving, critical thinking, and coordination across teams.
- Familiarity with project delivery processes; hands-on experience is advantageous.
- Additional certifications (networking, cloud platforms) and infrastructure knowledge are beneficial.

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Company Description