



PR/096114 | [Hanoi] Deputy Manager – Operations & Customer Service

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1605655

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

September 1st, 2026 14:00

General Requirements

Minimum Experience Level

Over 6 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

A leading digital infrastructure organization is seeking a Deputy Manager of Operations & Customer Service Department to oversee operational excellence, service delivery, and customer support within a 24/7 mission-critical environment. This position plays a key role in ensuring service reliability, optimizing operational processes, and leading high-performing operations and customer service teams.

Job Responsibilities

- Lead and supervise daily operations across Operations and Customer Service functions.
- Ensure smooth execution of 24/7 operational activities, including system monitoring, incident handling, and service request management.
- Coordinate issue escalation and resolution with relevant technical teams to minimize service disruptions.

- Oversee the maintenance and operation of critical supporting infrastructure and internal systems.
- Manage customer support activities and ensure timely handling of escalated service issues.
- Collaborate with internal stakeholders to improve service quality and customer satisfaction.
- Coordinate service implementation activities to ensure timely and successful project delivery.
- Monitor team performance, allocate resources effectively, and provide coaching and development opportunities.
- Develop, maintain, and continuously improve operational procedures, workflows, and documentation.
- Prepare operational reports and support management in driving continuous improvement initiatives.

Job Requirements

- Bachelor's degree in Information Technology, Telecommunications, Business Administration, or a related discipline.
- Minimum 5 years of experience in IT Operations, Service Operations, Data Center Operations, Customer Service, or a related environment. At least 2 years of experience in a supervisory, team lead, or management role.
- Experience working in 24/7 operational environments with responsibility for incident management and service coordination.
- Solid understanding of IT operations, service management processes, and operational support functions.
- Strong leadership skills with the ability to manage, motivate, and develop teams.
- Excellent problem-solving, communication, stakeholder management, and customer service skills.
- Strong organizational and coordination capabilities with the ability to manage multiple priorities.
- Experience working in data center or critical infrastructure environments.
- Familiarity with monitoring systems, service management processes, and operational support tools.
- Exposure to large-scale service delivery and infrastructure deployment projects.

Benefits

- Competitive compensation package with attractive career progression opportunities.
- Leadership role with direct impact on operational performance and customer experience.
- Opportunity to manage and develop a sizable operations team.
- Exposure to large-scale technology infrastructure and service environments.
- Dynamic and collaborative workplace with opportunities for professional development.
- Comprehensive employee benefits and insurance programs in accordance with company policies.

Due to the volume of applications, only shortlisted candidates will be contacted. Thank you for your interest.
#LI-JACVN

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Company Description