



## Bilingual Senior IT Service Management (ITSM) Manager

### Job Information

**Recruiter**

[Skillhouse Staffing Solutions K.K.](#)

**Job ID**

1607977

**Industry**

Insurance

**Company Type**

Large Company (more than 300 employees) - International Company

**Non-Japanese Ratio**

Majority Non-Japanese

**Job Type**

Temp to Perm

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience ~ 12 million yen

**Work Hours**

9:00 - 18:00 (Mon-Fri)

**Holidays**

Saturday, Sunday, and National Holidays, etc

**Refreshed**

August 19th, 2026 12:45

### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent (Amount Used: English Only)

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

A global and one of the world's leading Insurance Service providers is seeking an experienced **Senior IT Service Management (ITSM) Manager** to lead and evolve its IT service delivery framework. The ideal candidate will proactively engage with the business and lead new innovation processes.

**Responsibilities:**

- Lead the design, governance, and continuous improvement of ITIL-aligned ITSM processes
- Oversee end-to-end IT service delivery, ensuring SLA/OLA adherence and continuous service improvement
- Ensure ITSM processes comply with Japanese regulatory requirements, global standards, and industry best practices
- Act as a key point of contact between IT operations, business units, and senior leadership
- Lead major incident and problem management, including root cause analysis and post-incident reviews
- Chair the Change Advisory Board (CAB) and govern change and release management activities
- Oversee CMDB, configuration management, and IT asset lifecycle practices
- Develop executive-level KPI dashboards and service performance reports for senior leadership
- Lead, coach, and develop ITSM professionals while promoting a culture of continuous improvement
- Drive optimization and automation of ITSM platforms such as ServiceNow to improve efficiency and service quality

#### **Why should you apply:**

- Long term work opportunity, plus WFH available
- Straightforward, get going culture
- Flexibility working time
- Users/ team are logical and easy to change
- Great team dynamics and learning opportunity
- Opportunities to learn/brush-up English/Japanese language

#### **Company Details:**

A leading global provider of property and casualty insurance, this company is known for its commitment to innovation, diversity, and employee development. With a strong presence in over 50 countries, employees have the opportunity to work in a dynamic and inclusive environment where personal and professional growth is encouraged. The company values collaboration, integrity, and excellence, offering comprehensive training, career development programs, and competitive compensation packages. A culture of respect and inclusivity is promoted, ensuring that employees feel empowered to contribute, grow, and make a difference in their roles while helping the organization deliver world-class insurance products and services globally.

**Working Hours:** 9:00 - 18:00 (Mon-Fri)

**Working Style:** 3 days' work in office, and 2 days' work from home

**Holidays:** Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

**Services/Benefits:** Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

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#### **Required Skills**

- 7+ years' experience in IT Service Management, including at least 2 years in a senior or people leadership role
- ITIL v4 Expert or Master certification; strong practical ITIL experience may also be considered
- Proven experience leading enterprise-scale ITSM programs in large and complex organizations. Strong hands-on experience with ServiceNow or equivalent enterprise ITSM platforms
- Experience in financial services, insurance, or other highly regulated industries is strongly preferred
- Familiarity with the Japanese regulatory and compliance environment, including FSA requirements, is a strong advantage
- Experience with vendor management, outsourcing governance, and multi-party service delivery models
- Proven track record of improving service quality, availability, and cost efficiency

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#### **Company Description**