



## Service Delivery Manager – IT Infrastructure

Work in global environment

### Job Information

**Hiring Company**

[Intersoft K.K.](#)

**Job ID**

1618810

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4.5 million yen ~ 7 million yen

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

### Job Description

- Manage IT infrastructure service delivery and daily operations.
- Lead technical teams and coordinate resources.
- Monitor SLAs, KPIs, and service performance.
- Manage incidents, escalations, and continuous service improvement.
- Communicate with clients and global stakeholders in Japanese and English.

### Required Skills

- Experience in IT service delivery or IT infrastructure operations.

- Strong leadership, client management, and problem-solving skills.
- Business-level proficiency in both Japanese and English.
- Currently residing in Japan with valid work authorization.

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## Company Description