Service Delivery Manager – IT Infrastructure

Work in global environment

Job Information

Hiring Company
Intersoft K.K.

Job ID
1621896

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4.5 million yen ~ 7 million yen

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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.

Company Description