Systems Service Delivery Manager | JLPT N2+

A leading mobility technology firm

Job Information

Recruiter
Skillhouse Staffing Solutions K.K.

Job ID
1624096

Industry
Software

Company Type
Large Company (more than 300 employees)

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience ~ 9 million yen

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

Holidays
Saturday, Sunday, and National Holidays, etc

Refreshed
November 25th, 2026 13:14

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

A leading mobility technology company and part of a major global mobility group is seeking an experienced & proactive **Systems Service Delivery Manager** to coordinate enterprise IT operations across identity and access management, SaaS, collaboration tools, and infrastructure. Working with the Systems Manager, engineering teams, service owners, and vendors,

you'll coordinate complex escalations, prioritize operational work, and improve service reliability through automation and better support processes.

Responsibilities
- Coordinate complex incidents, escalations, and root-cause analysis across L1 Support, L2 Systems Administration, and L3 Engineering.
- Provide technical guidance across identity and access management, enterprise SaaS, collaboration tools, and infrastructure.
- Prioritize operational work by business impact, urgency, and team capacity. Communicate risks, dependencies, and next steps to stakeholders.
- Coordinate platform changes, migrations, and service transitions with engineering teams, service owners, and vendors.
- Track service performance and incident trends to identify recurring issues and recommend improvements.
- Improve runbooks and automate routine workflows so support teams can resolve more issues directly.

Why should you apply
- Stay close to the technology. The role combines service delivery with troubleshooting, identity management, SaaS operations, and platform changes.
- Improve how IT support works. Drive automation of repetitive tasks and give support teams the tools and documentation to resolve more issues directly.

Work hours: 9:00–18:00
Work location:Tokyo
Work style: 4 days in office / 1 day Work From Home (First month: 5 days in office)
Holidays: Weekends, public holidays, year-end and New Year holidays, paid leave, and other special leave
Benefits: Full social insurance, DC pension plan, transportation expenses, Skillhouse University, Test Payback System, and other benefits

Required Skills

Required Skills
- 10+ years of experience in enterprise IT operations, systems administration, technical service delivery, or IT service management.
- Experience coordinating complex incidents, escalations, and root-cause analysis across L1 Support, L2 Systems Administration, and L3 Engineering.
- Hands-on experience supporting or administering enterprise platforms across identity and access management, SaaS, collaboration tools, or infrastructure.
- Experience supporting technical projects such as platform migrations, service transitions, or operational improvements.
- Familiarity with ITIL practices and experience using SLAs and operational KPIs to monitor service performance.
- Experience working with global IT teams, prioritizing competing requests, and communicating risks and dependencies to technical and business stakeholders.

Language
- English: Fluent (Read, write, speak)
- Japanese: Business level (Read, write, speak)

Preferred
- Experience with Microsoft Entra ID, Google Workspace, Slack, Atlassian, or ServiceNow.
- Familiarity with identity lifecycle management, SSO, SAML, OIDC, SCIM, or access governance.
- Exposure to AWS or GCP, Windows or Linux, PowerShell or Python automation, or managed service providers.
- ITIL certification or equivalent practical experience.

Company Description