

Bilingual ServiceNow / ITSM Specialist (Japanese N2+)

Job Information

Recruiter
NEXUS Corporation

Hiring Company
Confidential

Job ID
1624113

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 9 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
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

About the role

We are hiring bilingual IT service management professionals for global companies in Japan. You will support ServiceNow-based operations, service desk delivery and ITSM process improvement for Japanese and international stakeholders. Full-time or long-term contract.

Responsibilities

• Manage incidents, problems, requests and changes in ServiceNow

• Coordinate escalations and SLAs with global teams

• Improve ITSM processes in line with ITIL practices

• Support ServiceNow configuration, reporting and knowledge management

Requirements

• Hands-on ServiceNow experience

• ITSM experience in an ITIL-based environment (ITIL Foundation a plus)

• Japanese at JLPT N2 or above

• Business-level English

Please apply through CareerCross. Chris from Nexus Corporation will contact you.

【日本語】

バイリンガルServiceNow / ITSMスペシャリスト（日本語N2以上）

勤務地：東京（ハイブリッド勤務可）

雇用形態：正社員または長期契約

年収：600万円〜900万円

業務内容

・ServiceNowを用いたインシデント・問題・リクエスト・変更管理

・グローバルチームとのエスカレーションおよびSLA管理

・ITILに沿ったITSMプロセスの改善

・ServiceNowの設定、レポート作成、ナレッジ管理の支援

必須要件

・ServiceNowの実務経験

・ITILベースの環境でのITSM経験（ITIL Foundation保有者歓迎）

・日本語能力：JLPT N2以上

・ビジネスレベルの英語力

ご応募後、Nexus CorporationのChrisよりご連絡いたします。

Company Description