



Director of Operations

Executive, cloud service management

募集職種

採用企業名

使えるねっと株式会社

支社・支店

Tsukaeru.net Co., Ltd.

求人ID

1470353

部署名

Operations

業種

インターネット・Webサービス

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

長野県

給与

1200万円 ~ 1800万円

ボーナス

固定給+ボーナス

休日・休暇

Japanese holidays

更新日

2024年05月10日 09:00

応募必要条件

職務経験

6年以上

キャリアレベル

エグゼクティブ・経営幹部レベル

英語レベル

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

The Role: Director of Operations

This full-time position oversees the management of the technology teams responsible for Infrastructure, Applications, and Services, including the company's data center operations. They ensure the security, reliability, and scalability of the company's cloud services, while maintaining high standards of service stability. As a member of the Tsukaeru leadership team, they collaborate with the other executives to achieve business goals on time and under budget. They are conservative and frugal with budgets, looking to achieve maximum results with the wisest possible spending plan.

A successful candidate comes from a background of proven performance in managing technical operations and teams across different countries. They have an in-depth, architect-level knowledge of large-scale IT systems, particularly in Web Hosting & Cloud (XaaS) infrastructure. They are highly accountable and achievement-oriented, ensuring that their team consistently hits all measurables and goals each month and each quarter. They are curious by nature and a proactive learner.

A successful candidate is a skilled manager of people. They know that their consistent leadership creates great results by cultivating everyone in their team. They are proud of the people they have coached and led, and they look to leave a legacy at Tsukaeru by building a strong, resilient Operations team.

Job Duties and Responsibilities:

- Understand and contribute as a leader to Tsukaeru's culture
- Leading and Managing People
 - Proven experience building and leading high-performance teams
 - Ability to navigate fast-paced growth and change with an entrepreneurial mindset
 - Coaching and managing team members to help them grow and improve
- Services Platform Mgt
 - Ongoing relationships with key service providers/partners
 - System architecture (network, hardware, etc.)
 - Release & configuration management (incl. updates)
 - Risk planning and mitigation
- Cost Management
 - Design of functionality vs. cost of delivery
 - Cost budgeting and planning
 - Continuous improvement of asset performance
- Services Stability (SLA Management)
 - Design and manage 24/7 bulletproof uptime
 - Tier 3 Support (platform-caused issues)
 - Disaster Recovery
- Special Projects
 - Project management standards and best practices (PMO)
 - Project design and staffing, project P&L, documentation, and lessons learned

スキル・資格

Skills and Qualifications:

- Must share Tsukaeru's Vision and Core Values
- 5+ years' experience leading and managing a technical team
- 5+ years' experience managing a 24/7 IT production environment
- In-depth, architect-level knowledge of large-scale IT systems, particularly in Web Hosting & Cloud (XaaS) infrastructure
- Excellent cost management, planning, budgeting, and reporting skills
- Excellent and highly professional interpersonal skills – in person/video/phone
- Strong verbal and written communication skills in English and Japanese (both business-level required)
- Experience leading geographically dispersed teams (multiple languages and time zones)

Additional Preferred Qualifications:

- Experience working in a company running on EOS, the Entrepreneurial Operating System
- Experience in a remote working environment
- Fluency in additional languages preferred

会社説明