



## Bilingual IT Support Senior Manager

global insurance leader, different locat

### 募集職種

#### 人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

#### 求人ID

1579984

#### 業種

生命保険・損害保険

#### 会社の種類

大手企業 (300名を超える従業員数) - 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

東京都 23区

#### 給与

1000万円 ~ 1500万円

#### 勤務時間

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

#### 休日・休暇

Saturday, Sunday, and National Holidays, etc

#### 更新日

2026年04月23日 04:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 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

日本での就労許可が必要です

### 募集要項

A global and one of the world's largest Insurance Service providers is looking for a strong bilingual professional for the **End User Services - Senior Team Manager Lead** position within the Japan Information Technology Department. The ideal candidate will be responsible for defining strategy, managing operations, and driving continuous improvement

across end-user technology services. This role owns the overall digital workplace experience, ensuring employees are provided with a seamless, secure, and modern technology environment aligned with global IT policies and standards. The position combines leadership, operational governance, stakeholder coordination, and technical oversight within a hybrid enterprise setting.

**Responsibilities:**

- Define and execute the roadmap for end-user platforms including VDI, Windows, Mac, mobile devices, and collaboration tools
- Drive innovation and automation initiatives to enhance user experience and operational efficiency
- Ensure alignment with global technology standards and architectural direction
- Oversee Tier 2 / Tier 3 support functions and resolve escalated technical issues
- Manage incident handling, problem management, and root cause analysis
- Ensure stable, secure, and high-performing end-user computing environments
- Manage IT asset lifecycle processes including procurement, deployment, refresh, and retirement
- Coordinate with vendors and service providers to maintain service quality and cost efficiency
- Maintain compliance with internal controls and audit requirements
- Enforce security standards and regulatory compliance across end-user technologies
- Partner with security and governance teams to mitigate risks
- Support audit activities and remediation efforts when required
- Act as the primary liaison between Japan and global technology teams
- Coordinate deployments, escalations, and global initiative rollouts
- Drive smooth adoption and change management for new technologies
- Build, mentor, and manage a high-performing team of engineers and support specialists
- Foster a collaborative, customer-focused, and continuous-learning culture
- Establish operational standards, documentation, and best practices

**Why should you apply:**

- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

**Company Details:**

A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

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**スキル・資格****Required Skills:**

- Proven leadership experience in End User Technology or Infrastructure Services domains
- Strong technical knowledge of Windows OS and Mac environments
- Experience with VDI solutions (Citrix experience highly preferred)
- Hands-on understanding of endpoint management tools such as SCCM and Intune
- Experience with MDM solutions including MobileIron and Intune
- Strong familiarity with the Office 365 ecosystem (Exchange, SharePoint, OneDrive, Teams)
- Experience operating in global / multinational IT environments
- Strong problem-solving and stakeholder management capabilities

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**会社説明**