



[Bilingual] Manager - Change & Incident Management (Azure)

Mission-critical data platforms

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
1586761

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 多数

雇用形態
契約

勤務地
東京都 23区

給与
900万円 ~ 1000万円

休日・休暇
National Holidays, Weekends, Paid Holiday, etc.

更新日
2026年05月13日 07:00

応募必要条件

職務経験
6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
流暢

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 provide is seeking an experienced Change & Incident Management Manager to join the Data Management Office (DMO) Team.

Responsibilities:

- Own and drive end-to-end Change Management processes across Azure and data platforms
- Plan, schedule, and govern change requests, releases, and deployment windows

- Conduct impact analysis, risk assessments, and change validation reviews
- Facilitate and manage CAB (Change Advisory Board) meetings
- Ensure compliance with enterprise change governance frameworks and audit requirements
- Maintain proper documentation, change records, and approvals tracking
- Lead and coordinate incident management lifecycle, including P1/P2 incidents
- Act as the central escalation point during high-severity incidents
- Drive incident triage, stakeholder communication, and resolution tracking
- Ensure timely business impact reporting and service restoration
- Conduct Post-Incident Reviews (PIR) / Root Cause Analysis (RCA)
- Identify recurring issues and drive preventive actions and service improvements
- Ensure alignment with ITIL-based ITSM practices
- Monitor and improve SLA / KPI adherence for incidents and changes
- Support operational readiness through runbooks, SOPs, and documentation reviews
- Collaborate with engineering and data teams to improve service stability and reliability
- Runbooks, Change records, Incident reports, SOPs and governance documents
- Ensure documentation meets audit, compliance, and internal standards
- Act as the bridge between business, IT, and vendor teams
- Provide structured updates to stakeholders on incidents, risks, and changes
- Coordinate across global and local teams in a matrix environment

スキル・資格

Required Skills

- 5+ years of experience in either Incident Management, or Change Management, or IT Service Management (ITSM)
- Strong understanding of ITIL processes (Incident, Change, Problem Management)
- Proven experience managing enterprise-scale IT operations environments
- Experience handling high-severity incidents (P1/P2) in production systems
- Strong experience in documentation review, governance, and audit readiness
- Excellent stakeholder communication and coordination skills
- Ability to operate calmly and decisively during high-severity incidents

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.

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

Working Style: 3 days' work in office, and 2 days' work from home

Holidays: Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

Services/Benefits: Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

会社説明