



IT manager

Work-life balance, friendly environment!

募集職種

採用企業名

株式会社システムズ ゴー

求人ID

1589888

部署名

Engineering Services

業種

ITコンサルティング

会社の種類

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, 港区

給与

経験考慮の上、応相談

時給

Great work-life balance

勤務時間

Mon-Fri 9am-6pm

休日・休暇

Starts at 13 days/yr paid leave, increases each year until 22/yr

更新日

2026年04月27日 17:14

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 (英語使用比率: 50%程度)

日本語レベル

流暢

最終学歴

専門学校卒

現在のビザ

日本での就労許可が必要です

募集要項

Responsibilities:

IT Service Management

- Act as the primary point of contact for all interactions with Global IT
- Coordinate and facilitate collaboration with Global IT teams across regions
- Manage and track SLA and KPI performance, ensuring service targets are met
- Oversee ITSM processes, including:
 - Ticket management
 - Change management
 - Incident management
- Prepare and deliver monthly operational and service performance reports

Vendor & Service Provider Management

- Manage relationships with IT vendors and service providers
- Oversee service delivery quality and contractual adherence
- Support Request for Quotation (RFQ) processes
- Develop and review Statements of Work (SOWs)
- Ensure cost-effective and compliant vendor engagements

Project & Operational Planning

- Provide small-scale project management (PMO) support for IT initiatives
- Support IT-related separation or transition projects, as required
- Plan and coordinate:
 - Device refresh cycles
 - Office relocations
- IT support for business changes and expansions

Governance, Security & Compliance

- Ensure adherence to IT governance, security policies, and standards
- Support compliance activities, audits, and audit responses
- Manage and oversee Privileged Access Management (PAM), including:
 - Just-In-Time (JIT) access controls
- Secure access governance

スキル・資格

Required Skills & Competencies:

- Strong understanding of IT Service Management frameworks (e.g., ITIL)
- Experience working with global, distributed IT teams
- Proven vendor and service provider management capabilities
- Solid knowledge of IT governance, security, and compliance principles
- Hands-on experience with ticketing systems, SLA/KPI tracking, and reporting
- Project coordination or small-scale PMO experience
- Excellent communication skills in a cross-functional, multicultural environment

Preferred Qualifications:

- Experience in multinational or regional IT operations
- Familiarity with enterprise identity and access management tools
- Experience supporting business transformations, separations, or relocations

会社説明