



## 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05月25日 05:00

## 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 (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

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## 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

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## 会社説明