



Infrastructure Operations Lead (Global Biotech Company)

Lead local IT Infra Operations

募集職種

採用企業名

エイラシステム株式会社

求人ID

1591045

業種

医薬品

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

契約

勤務地

東京都 23区, 港区

給与

経験考慮の上、応相談

更新日

2026年05月01日 18:22

応募必要条件

職務経験

10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

We are hiring for the role of Infrastructure Operations Lead to oversee and manage Business Information Systems at our global life-science client. In this role, you will work closely with the Managed Service Provider and global IT teams to design, implement, and continuously improve end-user support operations and infrastructure services at the company's Japan branch.

Responsibilities:

IT Operations & Delivery:

• Implement ITSM best practices to run effective information systems support processes and improvements to enhance end-user experience, collaboration & productivity.

services, delivering

- Identify opportunities for automation and implement solutions to streamline processes.
 - Stay up to date on emerging technologies and evaluate current systems to recommend software, and hardware improvements that enhance performance and efficiency.
 - Ensure compliance with regulatory requirements and industry standards related to IT operations.
 - Implement risk management strategies to mitigate operational and cybersecurity threats.
 - Communicate with end-users on new technology enhancements & changes in partnership with leadership.
- infrastructure,
global infrastructure

Infrastructure Engineering & Support:

- Provide hands-on desktop support to end-users to resolve PC, hardware & software issues
 - Deployment, maintenance, and tracking of technology assets, including laptops, iPads, mobile peripherals.
 - Maintain global asset, software, and IT inventory management processes.
 - Conduct end-user training as needed
- devices, and other

スキル・資格

Key Requirements:

- 10+ years of technical experience in infrastructure operations, IT desktop and end user support.
- Proficient knowledge of IT best practices, policies and regulations
- In-depth understanding of computer science, cybersecurity principles, client/server & cloud-based technologies and network architecture.
- Proven leadership skills with the ability to direct and oversee others
- Comfortable working in a dynamic and geographically dispersed project environment.
- Excellent time management & organizational skills, with attention to detail.
- Strong problem-solving skills with the ability to deliver effective solutions

Language Skill Requirements:

- Excellent oral and written communication skills using English.
- Business level Japanese (JLPT N2 or above), with the ability to communicate and support domestic end-users & coordinate with local stakeholders.

Nice to Have Experience:

- Experience in the biotechnology/ life-science domain.
- Project management (PMP) and ITIL certifications.

会社説明