Bilingual IT Service Manager – 独占求人

Lead Service Desk

募集職種

人材紹介会社
IZUMI NETWORK

求人ID
1597459

業種
ITコンサルティング

雇用形態
正社員

勤務地
東京都 23区

給与
800万円 ~ 1000万円

更新日
2026年11月05日 05:00

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
ネイティブレベル

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

Bilingual IT Service Manager – Retail Industry

Language Requirement: Fluent in English and Japanese

Experience: 13–15 years overall, with a minimum of 10 years in IT

Key Responsibilities:

- Lead Service Desk, End User Computing, and Field Service Operations
- Drive customer visits and present service achievements
- Deliver performance reports using Excel, PowerPoint, and other tools
- Manage budgeting, compliance, and vendor coordination
- Participate in RFPs, requirement gathering, and solution design
- Oversee project implementation lifecycle and ensure quality deliverables
- Manage team performance, career paths, and global customer communications
- Handle P&L, revenue targets, cost control, SLAs, and KPIs

Essential Skills:

- Retail IT support experience (POS, billing systems, scanners, printers)
- Strong analytical and managerial capabilities
- Excellent MS Office skills, especially Excel
- Deep understanding of SOWs, change requests, and offshore operations
- Proven success in global customer engagement and communication

会社説明