



IT Supervisor

募集職種

採用企業名

テネコジャパン株式会社

求人ID

1598009

業種

自動車・自動車部品

会社の種類

中小企業 (従業員300名以下) - 外資系企業

雇用形態

正社員

勤務地

神奈川県, 横浜市中区

最寄駅

根岸線、 桜木町駅

給与

800万円 ~ 900万円

ボーナス

固定給+ボーナス

勤務時間

9:00 ~ 17:15 (休憩60分)

休日・休暇

土日

更新日

2026年06月25日 10:46

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

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

Position Summary:

Provides leadership and direction to a team of infrastructure resources to deliver quality, timely solution components and services for the business community. The role includes team management, solution components, service delivery,

methodology and tools, resource development and budget responsibilities. Adept at managing complex activities spanning multiple time zones and global regions. Develops metrics and performs analysis of problems to find root cause of delays / issues to continuously improve related processes and procedures. Performs Vendor Service Management - develops, executes and maintains governance meetings.

Major Duties and Responsibilities:

- Supports Regional IT Site Support teams with troubleshooting and maintaining supported technologies.
- Directly supervises employees and contract resources. Oversees the distribution, tracking and quality of work for staff.
- Oversees an ITIL discipline and develops improvement plans with a focus on Incident, Asset, Configuration, Change and Release Management.
- Provides infrastructure support and services to all clients and vendor management services.
- Develops short and long-term work plans supporting the strategic goals.
- Works with senior IT management to develop budgets and ensure adherence.
- Works with company-wide technology groups to architect data solutions to ensure security and reporting outcomes.
- Maintains application(s) integrity and security by setting and enforcing standards and controls.
- Works with departmental management to establish strategies and procedures for the team. Participates in cross IT management meetings.
- Develops and executes detailed work plans to install and upgrade within the operating system environment including patches, upgrades and new installations.
- Support the AOP planning, architecture, engineering and operations of the Global Site Support. Oversees Site Support projects and provides strategic and architectural guidance. Support the Refresh Programs within the assigned region.
- Assists in disaster recovery planning, testing and policy maintenance.
- Recognizes and identifies potential areas where existing policies and procedures require change, or where new ones need to be developed.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Leads Vendor Service Management activities and partners with VMO and following escalation processes.
- Maintains documentation of diagrams, configurations and operational documentation.
- Diagnoses and solves complex to highly complex problems (TSME) following Problem and Request management.
- Develops and executes maintenance plans.
- Leads in standard setting and architectural solution design activities and is a product champion.
- Develops improvement program and monitors the implementation to increase efficiency of service delivery.
- Leads Small Request Execution and collaborates with Enterprise and Regional Services IT teams and external service providers, utilizes tools and follows IT Standards and Procedures.
- Leads planning and setting up new / expansion / renovation of IT Infrastructure.
- Owns the planning and renewal of all critical equipment through annual maintenance contract, reporting issues with services providers and escalating per vendor service level agreements.
- Actively Participate in Regional and Enterprise team meetings to understand business requirements, team progress and works on action plans per committed timelines. Provides solutions to report from Regional Teams to resolve incidents, problems or improvements.
- Supports in providing all Infrastructure cost for AOP preparation and tracks spending monthly within the financial limits.
- Leads Monthly Service Level reviews for their groups, Continuous Improvement and exercises deep problem solving (8D) to avoid repeat issues.
- Proactively supports all critical equipment and end user capacity management issues by archiving or upgrading the infrastructure.
- Provides basic training new IT Users on IT Process and IT Systems usage.
- Supports Entitlement processes for end users access request.
- Leads and supports audit activities based on Internal Audit requirements.
- Other duties as assigned.

Report to

Snr IT Director (in India)

Team Size

2 (1 employee + 1 temp staff)

雇用形態

契約期間：期間の定めなし

試用期間：あり（3ヶ月）試用期間中の労働条件の変更なし

年収

800万円 ~ 900万円

勤務地

神奈川県横浜市、週1日在宅勤務可

受動喫煙対策：ビル内喫煙室あり

勤務時間

9:00 ~ 17:15（休憩60分）

フレックスタイム制

休日休暇

土日、夏季、年末年始 年間休日128日

年次有給休暇（入社半年経過後10日付与、最大25日）

スキル・資格

【Education / Experience】

- 4 year University Degree in Computer Science, Engineering, or Mathematics. Masters' Degree in Business Administration desirable. (IT or related field preferred).
- 6+ years of related experience in systems administration and analysis.
- 5+ years of experience in managing teams in region remotely.
- Demonstrate knowledge of ITIL processes for IT Service Management.
- Global perspective and experience is a must.
- Demonstrated knowledge of database, middleware and automation software, office automation, networking, Wintel / Unix computing.
- Demonstrated experience collaborating with application delivery, application development, project managers and business colleagues, delivering effective IT / business solutions.
- Experience working in remote/virtual team and environment and a good knowledge of business automation is desired.

【Skills】

- Ability to work independently in a matrix organization.
- Team player with strong interpersonal and communication skills.
- Ability to take ownership and work independently with limited supervision.
- Ability to effectively present information to general employees, management, public groups, and / or boards of directors.
- Ability to motivate and promote a team-oriented, collaborative environment.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to assess risk and make decisions that could have significant impact on the company. Uses specialized knowledge to go beyond the routine to solve complex problems that frequently affect areas beyond own functional area.
- Working knowledge of infrastructure desired.
- Should have basic to intermediate knowledge and abilities with Microsoft Word, Excel, and PowerPoint.
- Excellent customer service and vendor management skills. Excellent technical, organizational, troubleshooting, problem-solving, budgeting and time management skills.
- Conduct knowledge sharing sessions with Peers at regular interval on related topics.
- Expert in gathering relevant information systematically, consider a broad range of issues or factors, grasp complexities and perceive relationships among problems or issues; use accurate logic in analyses.
- Expert knowledge in 5S and Root Cause Analysis.

【一次面接の種類】

Web面接

会社説明