



Bilingual Senior IT Service Management (ITSM) Manager

募集職種

人材紹介会社
スキルハウス・スタッフィング・ソリューションズ 株式会社

求人ID
1607977

業種
生命保険・損害保険

会社の種類
大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合
外国人 多数

雇用形態
紹介予定派遣

勤務地
東京都 23区

給与
経験考慮の上、応相談 ~ 1200万円

勤務時間
9:00 - 18:00 (Mon-Fri)

休日・休暇
Saturday, Sunday, and National Holidays, etc

更新日
2026年08月19日 12:45

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
流暢 (英語使用比率: 常時英語)

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

A global and one of the world's leading Insurance Service providers is seeking an experienced **Senior IT Service Management (ITSM) Manager** to lead and evolve its IT service delivery framework. The ideal candidate will proactively engage with the business and lead new innovation processes.

Responsibilities:

- Lead the design, governance, and continuous improvement of ITIL-aligned ITSM processes
- Oversee end-to-end IT service delivery, ensuring SLA/OLA adherence and continuous service improvement
- Ensure ITSM processes comply with Japanese regulatory requirements, global standards, and industry best practices
- Act as a key point of contact between IT operations, business units, and senior leadership
- Lead major incident and problem management, including root cause analysis and post-incident reviews
- Chair the Change Advisory Board (CAB) and govern change and release management activities
- Oversee CMDB, configuration management, and IT asset lifecycle practices
- Develop executive-level KPI dashboards and service performance reports for senior leadership
- Lead, coach, and develop ITSM professionals while promoting a culture of continuous improvement
- Drive optimization and automation of ITSM platforms such as ServiceNow to improve efficiency and service quality

Why should you apply:

- Long term work opportunity, plus WFH available
- Straightforward, get going culture
- Flexibility working time
- Users/ team are logical and easy to change
- Great team dynamics and learning opportunity
- Opportunities to learn/brush-up English/Japanese language

Company Details:

A leading global provider of property and casualty insurance, this company is known for its commitment to innovation, diversity, and employee development. With a strong presence in over 50 countries, employees have the opportunity to work in a dynamic and inclusive environment where personal and professional growth is encouraged. The company values collaboration, integrity, and excellence, offering comprehensive training, career development programs, and competitive compensation packages. A culture of respect and inclusivity is promoted, ensuring that employees feel empowered to contribute, grow, and make a difference in their roles while helping the organization deliver world-class insurance products and services globally.

Working Hours: 9:00 - 18:00 (Mon-Fri)

Working Style: 3 days' work in office, and 2 days' work from home

Holidays: Saturday, Sunday, National Holidays, Year-end and New Year Holidays, Paid Holidays

Services/Benefits: Transportation expenses up to 20,000 yen per month, plus Paid leave, plus social insurance (health insurance, welfare pension, and work-related accident insurance), Periodic health examination, and Employment insurance

スキル・資格

- 7+ years' experience in IT Service Management, including at least 2 years in a senior or people leadership role
- ITIL v4 Expert or Master certification; strong practical ITIL experience may also be considered
- Proven experience leading enterprise-scale ITSM programs in large and complex organizations. Strong hands-on experience with ServiceNow or equivalent enterprise ITSM platforms
- Experience in financial services, insurance, or other highly regulated industries is strongly preferred
- Familiarity with the Japanese regulatory and compliance environment, including FSA requirements, is a strong advantage
- Experience with vendor management, outsourcing governance, and multi-party service delivery models
- Proven track record of improving service quality, availability, and cost efficiency

会社説明