【大手ECグループ】運用PMサポート（派遣）｜英語を活かす

IT業界での実務経験 1年〜。長期就業を前提とした募集です。

募集職種

人材紹介会社
モーガン・マッキンリー

求人ID
1619168

業種
銀行・信託銀行・信用金庫

雇用形態
契約

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月09日 00:00

応募必要条件

職務経験
1年以上

キャリアレベル
中途経験者レベル

英語レベル
流暢レベル

日本語レベル
流暢レベル

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

国内外で多彩なインターネットサービスを展開する大手IT企業の開発部門で、システム運用支援やインフラ関連プロジェクトの進行管理をサポートするポジションです。

トラブル想定訓練の運営・ファシリテーションやプロジェクトの進捗管理を担当し、ITの基礎知識と英語力を活かして開発組織を支えます。

開発実務から離れてPMO・IT運用分野の経験を積みたい方や、グローバルな環境で英語力を活かしながら長期的にキャリアを築きたい方におすすめです。

主な職務内容

- **トラブル想定訓練の運営：** システム障害を想定した訓練の準備・当日の進行・ファシリテーションから、実施後のレポート作成までを担当する。

- **訓練環境・コンテンツの準備：** 訓練に必要な資料や各種コンテンツの準備、環境設定を行う。
- **社内エンジニア向けサポート：** 社内ツールに関する問い合わせ対応や、操作マニュアルの更新を行う。
- **プロジェクトの進行管理支援：** インフラ関連プロジェクトにおいて、開発チームへのスケジュール確認やリマインドを行い、進捗状況を管理する。
- **課題管理・エスカレーション：** プロジェクトの課題やリスクを把握し、必要に応じてチーム内へ迅速に共有・報告する。
- **会議運営・タスク管理：** 定例会議の日程調整、議事録作成、アクションアイテムの進捗管理を行う。
- **国内外の関係者との連携：** チャット、メール、Web会議、対面でのコミュニケーションを通じて、国内外の関連部署との調整を行う。

Are you a bilingual IT professional looking to build your career in **IT Project Management Support, IT Operations, or PMO** at one of Japan's leading technology companies?

Join a major **Tokyo Stock Exchange Prime-listed internet services and e-commerce group** as an **IT Operations & Project Support Specialist** within its technology development division.

In this position, you will support internal engineering teams by coordinating **IT operations, system incident simulation exercises, infrastructure projects, and project management activities**.

You will play an important role in organizing and facilitating simulated system incident response exercises, supporting internal engineering tools, monitoring project schedules, and ensuring effective communication between technical teams.

No hands-on programming or software development is required. Instead, you will use your understanding of IT systems, infrastructure terminology, and business communication to help improve operational efficiency and system reliability.

Working in a multicultural engineering environment where English is widely used, you will collaborate with colleagues across Japan and international teams through **Microsoft Teams, email, online meetings, and face-to-face discussions** .

This is an excellent opportunity for professionals with experience in **IT support, system operations, IT project coordination, PMO, or technical administration** who want to develop their careers in a globally recognized technology environment.

Key Responsibilities

- **IT Operations & Project Support:** Provide operational and administrative support to internal engineering teams, helping maintain efficient IT services and project workflows.
- **System Incident Simulation Exercises:** Coordinate the full lifecycle of simulated system incident response exercises, including preparation, facilitation, execution support, and post-exercise reporting.
- **Exercise Content & Environment Preparation:** Prepare training materials, exercise scenarios, supporting documentation, and necessary system or operational environment settings.
- **Exercise Facilitation:** Facilitate incident simulation sessions, guide participants through scheduled activities, and support communication between engineering stakeholders.
- **Post-Exercise Reporting:** Prepare reports summarizing exercise activities, outcomes, identified issues, and follow-up actions.
- **Internal Engineering Tool Support:** Respond to inquiries regarding internal engineering tools and provide guidance based on established procedures and manuals.
- **Documentation & Manual Updates:** Review, maintain, and update user manuals, operational guidelines, and support documentation.
- **Infrastructure Project Coordination:** Support infrastructure-related projects by communicating with development teams, confirming schedules, and sending reminders through **Microsoft Teams**.
- **Project Progress Tracking:** Monitor project schedules, track milestones and deliverables, and ensure project information is kept up to date.
- **Issue Escalation:** Identify delays, risks, or operational issues and promptly escalate them to the appropriate team members.
- **Meeting Coordination:** Schedule recurring project meetings, coordinate participants, prepare meeting minutes, and manage action items.
- **Cross-Functional Communication:** Collaborate with Japan-based and international stakeholders through chat, email, video conferencing, and in-person meetings.
- **Operational Process Improvement:** Support consistent project communication, documentation, and incident exercise processes to improve the quality of IT operations.

スキル・資格

必須条件経験・資格：

- IT業界での実務経験 1年以上
- Webサイトの仕組みや、ネットワーク・サーバー・データベースなどのIT基礎知識
- Outlook、Excel、スプレッドシート、などを使用したビジネス経験
- Microsoft Teamsで日常的な業務コミュニケーションを行った経験
- 業務マニュアルを正確に理解し、実務に適用できる方

ソフトスキル：

- 初対面の相手とも円滑にコミュニケーションを取り、会議や訓練の進行をサポートできる方
- 周囲と良好な関係を築き、状況に応じて柔軟に対応できる協調性をお持ちの方
- 報告・連絡・相談を徹底し、課題やリスクを早期に把握して適切にエスカレーションできる方
- 責任感を持ち、安定して業務に取り組める方

語学力：
- **日本語：**ネイティブレベル（日本のビジネス文化への理解を含む）
- **英語：**ビジネスレベル（TOEIC 800点以上目安；外国籍メンバーとの会議や業務調整ができること）

歓迎条件
- システム運用支援、研修・勉強会・訓練などの企画運営やファシリテーション経験
- PMO、プロジェクトサポート、ITサポートデスクでの実務経験
- Jira、Confluenceなどのプロジェクト管理ツールの使用経験
- ITIL・ITSMの基礎知識、または簡単なSQLの知識・利用経験

採用企業について
EC、FinTech、通信、デジタルコンテンツなど、多彩なインターネットサービスを国内外で展開する東証プライム上場の大手IT企業です。

多国籍なエンジニアが多数在籍し、社内公用語として英語を活用する、オープンでフラットな企業文化が特徴です。

この求人がおすすめの理由
- 日本を代表する大手IT企業で、グローバルな開発組織を支える実務経験を積めます。
- 開発実務なしで、ITの知識を活かしながらPMO・IT運用分野へキャリアを広げられます。
- 外国籍メンバーとの日常的なやり取りを通じて、ビジネス英語を活かせます。
- トラブル想定訓練の運営や進捗管理など、プロジェクト推進に必要なスキルを身につけられます。
- 長期就業を前提とした募集で、安定した環境で経験を積めます。

Required Skills and Qualifications **Experience:**
- **At least 1 year of professional experience in the IT industry** , including IT operations, technical support, IT administration, system support, or a related technology function.
- Basic understanding of **how websites and web-based systems operate** .
- Familiarity with fundamental IT terminology, including **networks, servers, databases (DB), and IT infrastructure** .
- Practical experience using standard business applications such as **Microsoft Outlook, Microsoft Excel, and spreadsheets**.
- Experience using **Microsoft Teams** for day-to-day workplace communication and coordination.
- Ability to read, understand, and correctly apply a variety of operational manuals, internal procedures, and technical guidelines.
- Comfortable supporting technical teams and coordinating activities without performing hands-on programming or software development.
- Ability to work effectively within Japanese business environments and follow established operational procedures.

Soft Skills:
- **Strong interpersonal communication and facilitation skills**, with the confidence to communicate effectively with new colleagues and unfamiliar stakeholders.
- Ability to facilitate discussions and coordinate activities involving multiple participants.
- **Collaborative, approachable, and flexible working style** , with the ability to build positive relationships across teams.
- Strong sense of responsibility and commitment to completing assigned tasks accurately and reliably.
- Excellent **reporting, communication, and escalation skills** , including the ability to identify risks or issues early and notify relevant stakeholders.
- Good organizational skills and attention to detail when managing schedules, meeting minutes, documentation, and action items.
- Ability to adapt to changing priorities in a fast-paced technology environment.
- Reliable attendance and a consistent, professional approach to daily responsibilities.
- Proactive attitude toward learning new systems, understanding operational processes, and supporting team objectives.

Language Requirements:
- **Japanese: Native-level proficiency** - required for effective communication with Japan-based stakeholders, understanding Japanese business practices, and supporting internal operations.
- **English: Business-level proficiency (approximately TOEIC 800 or above)** - required for meetings, coordination, and daily communication with international engineering teams.
- The position requires confident **written and verbal communication in both Japanese and English** , including email, chat, online meetings, and in-person discussions.

Preferred Skills & Qualifications
- Previous experience supporting **IT system operations, infrastructure operations, or internal engineering teams** .
- Experience planning, coordinating, or facilitating **training sessions, workshops, technical exercises, or system incident simulation drills**.
- Practical experience in **PMO, IT Project Support, Project Coordination, or IT Help Desk** / **Service Desk** roles.
- Familiarity with **Jira, Confluence**, or similar project management and documentation tools.
- Basic knowledge of **ITIL (Information Technology Infrastructure Library)** or **IT Service Management (ITSM)** practices.
- Basic understanding of **SQL**, including simple queries or practical database-related experience.
- Experience coordinating project schedules, tracking progress, maintaining action items, or preparing project reports.
- Experience working in **multinational engineering teams or English-speaking IT environments** .
- Familiarity with incident management, system operations procedures, or technical documentation.
- Bachelor's degree in Information Technology, Computer Science, Business, or a related field.

About the Company
Our client is a **major Japanese technology and internet services company listed on the Tokyo Stock Exchange Prime Market**.

The organization operates a diverse portfolio of digital businesses across Japan and international markets, including **e-commerce platforms, fintech services, telecommunications, and digital content**.

As one of Japan's leading internet services groups, the company supports large-scale technology platforms and employs a substantial international engineering workforce.

The working environment is characterized by an **open, collaborative, and multicultural corporate culture** , with English widely used as an internal business language.

Employees have opportunities to collaborate with engineers and business professionals from diverse backgrounds while contributing to the reliable operation and continued development of large-scale digital services.

Joining this organization provides valuable experience in **IT operations, project coordination, infrastructure support, and global technology team collaboration**.

Why You'll Love Working Here

- **Competitive Compensation:** Annual compensation of **¥5.5M-¥8M** for a contract opportunity in Tokyo.
- **Leading Japanese Technology Company:** Gain experience within one of Japan's major internet and e-commerce groups.
- **Global Engineering Environment:** Work with international technology professionals in a multicultural organization where English is widely used.
- **No Programming Required:** Apply your IT knowledge while developing practical skills in **IT operations, project coordination, PMO, and technical support**.
- **Incident Management Exposure:** Gain experience coordinating and facilitating system incident simulation exercises that support operational readiness.
- **Infrastructure Project Experience:** Support project schedules, progress tracking, issue escalation, and stakeholder communication for infrastructure-related initiatives.
- **Daily Business English Exposure:** Use your Japanese and English communication skills through regular interaction with international colleagues.
- **Long-Term Contract Opportunity:** Join a position intended for long-term employment, allowing you to build experience and develop your career.
- **Remote Work Options:** Work-from-home and remote working arrangements are available, subject to company policies and operational requirements.
- **Minimal Overtime:** Enjoy a working environment that supports a healthy work-life balance.
- **Side Business Permitted:** Opportunities to pursue approved secondary employment or side business activities in accordance with company policies.
- **Career Development:** Strengthen your expertise in **IT project management support, IT operations, PMO, and infrastructure coordination** within a major technology organization.

会社説明

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。