# Systems Service Delivery Manager | JLPT N2+

**A leading mobility technology firm**

## 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**
1624096

**業種**
ソフトウエア

**会社の種類**
大手企業 (300名を超える従業員数)

**外国人の割合**
外国人 多数

**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 ~ 900万円

**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11月25日 13:14

## 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**
流暢レベル (英語使用比率: 75%程度)

**日本語レベル**
ビジネス会話レベル

**最終学歴**
高等学校卒

**現在のビザ**
日本での就労許可が必要です

## 募集要項

A leading mobility technology company and part of a major global mobility group is seeking an experienced & proactive **Systems Service Delivery Manager** to coordinate enterprise IT operations across identity and access management, SaaS, collaboration tools, and infrastructure. Working with the Systems Manager, engineering teams, service owners, and vendors,

you'll coordinate complex escalations, prioritize operational work, and improve service reliability through automation and better support processes.

**Responsibilities**
- Coordinate complex incidents, escalations, and root-cause analysis across L1 Support, L2 Systems Administration, and L3 Engineering.
- Provide technical guidance across identity and access management, enterprise SaaS, collaboration tools, and infrastructure.
- Prioritize operational work by business impact, urgency, and team capacity. Communicate risks, dependencies, and next steps to stakeholders.
- Coordinate platform changes, migrations, and service transitions with engineering teams, service owners, and vendors.
- Track service performance and incident trends to identify recurring issues and recommend improvements.
- Improve runbooks and automate routine workflows so support teams can resolve more issues directly.

**Why should you apply**
- Stay close to the technology. The role combines service delivery with troubleshooting, identity management, SaaS operations, and platform changes.
- Improve how IT support works. Drive automation of repetitive tasks and give support teams the tools and documentation to resolve more issues directly.

Work hours: 9:00–18:00
Work location:Tokyo
Work style: 4 days in office / 1 day Work From Home (First month: 5 days in office)
Holidays: Weekends, public holidays, year-end and New Year holidays, paid leave, and other special leave
Benefits: Full social insurance, DC pension plan, transportation expenses, Skillhouse University, Test Payback System, and other benefits

## スキル・資格

**Required Skills**
- 10+ years of experience in enterprise IT operations, systems administration, technical service delivery, or IT service management.
- Experience coordinating complex incidents, escalations, and root-cause analysis across L1 Support, L2 Systems Administration, and L3 Engineering.
- Hands-on experience supporting or administering enterprise platforms across identity and access management, SaaS, collaboration tools, or infrastructure.
- Experience supporting technical projects such as platform migrations, service transitions, or operational improvements.
- Familiarity with ITIL practices and experience using SLAs and operational KPIs to monitor service performance.
- Experience working with global IT teams, prioritizing competing requests, and communicating risks and dependencies to technical and business stakeholders.

**Language**
- English: Fluent (Read, write, speak)
- Japanese: Business level (Read, write, speak)

**Preferred**
- Experience with Microsoft Entra ID, Google Workspace, Slack, Atlassian, or ServiceNow.
- Familiarity with identity lifecycle management, SSO, SAML, OIDC, SCIM, or access governance.
- Exposure to AWS or GCP, Windows or Linux, PowerShell or Python automation, or managed service providers.
- ITIL certification or equivalent practical experience.

## 会社説明