

Sr. Spclst, IT Application Support Lead NEW !

職務内容

The person will be responsible for Application Maintainance Support and Operations of the business applications within Japan (mainly, Commerical applications)

Role overview:

- Operate services for IT systems and applications to ensure sustainment of business operations
- Track supplier performance against execution of Incident, Problem and Change Management processes across applications
- Manage change request via Demand Management activities
- Monitor supplier deliverables against SLAs
- Align service management processes, procedures, operating level agreements and underpinning contracts to the agreed service level targets
- Establish metric/performance reporting approach
- Participate in various cadence meetings (with local team, regional team and global team) to drive Operational Excellence

The nature of the position requires excellent communication skills (English/Japanese) and proven leadership in complex team situations. The position will interact with several levels in the organization and will be critical in establishing good relationships with numerous regional and global functions.

Education Requirement:

Bachelor's degree required in Computer Science, Engineering or equivalent. Advanced degree a plus

Required Experience and Skills:

応募資格

- Strong experience in ITIL Process implementation and Service Delivery Management
- Strong people/stakeholder management, communication, leadership, and change management
- Knowledge of Commercial IT Applications like CRM, BI

reporting, Multi-Channel Marketing, Sales & Marketing Business Process Support, Contract/Expense Management, Compliance, HR/Payroll etc.

- Experience in Business requirement analysis and demand management for the related business area
- Experience of large scale IT solutions, governance and release management in a matured and complex organizations
- Proven team leadership and IT experience in a diverse and complex global environment. Ability to thrive in a dynamic, rapidly changing matrix environment
- Demonstrated record of delivering IT project and services to support business
- Possesses strong strategic and tactical skills as well as excellent communication skills including both Japanese and English language communication
- Analyzes current conditions and clearly defines problems and opportunities. Must be able to work independently and enable/facilitate productive and business-like meetings
- Must be able to work with individuals at all levels and demonstrate a level of professionalism that instills confidence and inspires trust.
- Ability to achieve goals through others without having direct responsibility for them is critical
- Experience working in a highly regulated environment and thorough understanding of ITIL and SDLC methodologies for computerized systems
- Proved experiences working with and controlling IT vendors for the business applications M&O management
- Experience to work with business clients to manage their demand and requirements
- Must be fluent in communicating in both English and Japanese language with our business clients in Japan, global and regional partners

Preferred Experience and Skills:

- The candidate should have 10+ years of relevant experience

in IT Service Delivery management

- Demonstrated leadership and experience managing resources and suppliers
- Experiences working in the pharmaceutical industry and/or regulated environment
- Possession of ITIL, CMMi or ITSM Certification will be an advantage

待遇

650万-1000万程度想定(前職考慮)

勤務地

東京九段下本社