



Position: Service Delivery Manager - Tokyo

Location: Japan, Tokyo

Role Overview:

We are looking for a Service Delivery Manager (SDM) to join the Security Operations as-a-Service (SOCaaS) team. We are a dynamic, inspired, and energetic team looking for a like-minded individual to join us on our journey. Reporting to the Director, Service Delivery, this role requires the following:

- Build trust and relationships with customers through successful SOCaaS delivery.
- Customer management ownership, including issue escalation and resolution.
- Keeping all SOCaaS Management stakeholders informed of customer status.
- Identify and lead the development and improvement of Service Delivery processes.
- Ownership of all SDM process deliverables.

Responsibilities:

- Coordinate directly with Pre-Sales teams with SOCaaS Proof-of-Concepts and Paid Customers onboarding.
- Lead SOCaaS service delivery to customers in different stages of requirement gathering, onboarding, delivery, and customer service maintenance.
- Conduct regular service review meetings with customers to further improve their experience with SOC services.
- Full end-to-end ownership of all customer Service Requests to completion, including escalation to SOCaaS Engineering and Operations teams.
- Communicate with Fortinet internal stakeholders on project performance and project issues.
- Develop and document new processes to deliver better customer experience.
- Conduct and coordinate meetings and provide project progress and customer status summaries.
- Communicate customer concerns, questions, and conflicts to management and service delivery teams.
- Collect customer feedback and work with Product owners on technology and service improvement opportunities to enhance SOCaaS features and benefits.
- Generate status reports and lead meetings to disseminate appropriate information to stakeholders.

Requirements:

- 3+ years of experience in a customer facing service delivery and management leadership role within professional services or consulting organization.
- Project Management expertise specifically demonstrated success managing multiple customers on a long-term basis.
- Daily, weekly, monthly status reporting.
- Demonstrated experience delivering project deliverables on-time through an iterative continuous improvement process.
- Demonstrated understanding of Information Security and Data Protection requirements.
- Strong understanding of network concepts, protocols, services and technologies.
- Strong understanding of layered security at data, OS and network levels.

- Familiar with SOC use case development and daily monitoring and operations.
- Familiar with Cyber Kill Chain (Lougheed-Martin, MITRE).
- Familiar with Incident Response playbooks, processes, and procedures.
- Familiar with Network and Security technologies such as Firewalls, SIEM, SOAR.
- Experience with Fortinet products is a bonus.
- Experienced with log\data analysis, visualization, and management tools.
- Familiar with Security Risk Assessment and Management.
- Familiar with ITIL framework and have experience with ITSM platforms.
- Familiar with security compliance standards and frameworks such as ISO27K and NIST Cybersecurity Framework.

Fortinet is an equal opportunity employer.

We will only notify shortlisted candidates.

Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases. Should any Agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the Agency free of any related fees/charges.

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