



## Telecommunications Field Support Engineer

### Support Engineer

#### Job Information

##### Hiring Company

Avensys Consulting Pte Ltd

##### Subsidiary

Avensys Consulting

##### Job ID

1479817

##### Industry

IT Consulting

##### Company Type

Large Company (more than 300 employees) - International Company

##### Non-Japanese Ratio

About half Japanese

##### Job Type

Contract

##### Location

Japan

##### Salary

6 million yen ~ 40 million yen

##### Salary Bonuses

Bonuses included in indicated salary.

##### Salary Commission

Commission included in indicated salary.

##### Refreshed

October 9th, 2024 03:00

#### General Requirements

##### Minimum Experience Level

Over 3 years

##### Career Level

Executive

##### Minimum English Level

None

##### Minimum Japanese Level

Fluent

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

No permission to work in Japan required

#### Job Description

Job Description

Avensys is a reputed global IT professional services company headquartered in Singapore. Our service spectrum includes enterprise solution consulting, business intelligence, business process automation and managed services. Given our decade of success we have evolved to become one of the top trusted providers in Singapore and service a client base across banking and financial services, insurance, information technology, healthcare, retail and supply chain.

We are currently looking to hire an Technical Support Engineer who is has proven track record in the IT field. This is an exciting opportunity to expand your skill set, achieve job satisfaction and work-life balance.

#### Job Overview

Work location - Tokyo

Telecommunications Field Support Engineer

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#### Required Skills

Scope of the assignment:-

- Serve as the primary contact for customers, handling escalations and providing technical assistance and solutions. Coordinate and follow up on Incident, Request or Continuous Improvement actions to ensure resolution or optimization actions are completed.
- Monitor and respond to infrastructure events, ensuring quick identification, diagnosis, and resolution of technical issues. Including operational support of the telecommunications infrastructure located at airports, and the central systems hosted in data centers.
- Manage escalations from initial report through resolution, coordinating with internal teams and providing regular updates to customers
- Operational shift work, including remote on-call support after business hours as part of a shift rotation schedule plus some weekends on-site presence coverage at the client premises as part of a shift rotation schedule.
- Engage in project delivery meetings and activities including planning, documentation, staging, installation, migration, and acceptance testing.
- Provide Field Engineer support and technical lead assistance for the diagnosis, isolation and restoration utilizing tools and resources effectively.

#### JOB REQUIREMENTS

- Minimum of 2 years in a technical support role, preferably in a customer-facing environment.
  - Strong analytical and problem-solving skills within telecommunication networking and data center environments.
  - Strong verbal and written communication skills, with the ability to convey technical information clearly and effectively to non-technical users.
  - Fluent in Japanese and English, other languages are a plus.
  - Experience in RF, VHF, Satellite or Aircraft telecommunications will be an advantage.
  - Relevant certifications (e.g., CompTIA A+, Microsoft Certified, Linux, Cisco CCNA) will be an advantage.
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