



## TRIBE Support Engineer (Telecom/Cloud Telephony engineer)

**JP residents only | ITmajor fresh grads OK**

### Job Information

#### Hiring Company

[AINEO Networks](#)

#### Job ID

1500040

#### Industry

Temp Agency, Outsourcing

#### Company Type

Small/Medium Company (300 employees or less) - International Company

#### Non-Japanese Ratio

Majority Non-Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

4 million yen ~ 6 million yen

#### Refreshed

February 6th, 2025 02:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Entry Level

#### Minimum English Level

Business Level (Amount Used: English usage about 75%)

#### Minimum Japanese Level

Basic

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### About AINEO :

AINEO's main product is CIRCLE Cloud Communications, which is a widely used cloud-based business telecom and communications service. CIRCLE allows hassle-free communications from any device (mobile, PC, tablet, laptop) and helps growing businesses to stay within reach despite the high mobility required in the job or the geographical difference between the users.

Our technology covers different aspects, including networking, cloud, machine-to-machine (M2M), security, professional services, and mobility solutions. CIRCLE is cloud-based VoIP (telephone), chat, video, collaboration, and much more.

**JOB OVERVIEW**

TRIBE Support Engineer manages the operation our CIRCLE Cloud Communications SaaS/UCaaS service. This position will be working as part of a team to resolve issues in our partner clients systems. AINEO has more than 500 clients nation-wide who need their CIRCLE system runs perfectly at all times.

In short, AINEO is looking for a bright, quick, and flexible person with some technical acumen that to join our team in Tokyo.

**Job Responsibilities:**

- Perform support and troubleshooting of CIRCLE system escalated from the Partner Service Representative team
- Conduct a thorough system investigation via server login or remote access to the client's system when necessary
- Escalate unresolved issues to L3 Support Engineers according to internal procedures and guidelines
- Partially involved in new deployment projects, to provide insights to ensure that the system will run smoothly

**Additional Information:**

- You will be joining a team of 4 people from a diverse backgrounds and nationalities
- On-the-job training will be provided upon joining, where you will shadow a mentor to learn and put it into practice
- Personal growth is nurtured and encouraged in AINEO, our flexible internal mobility allows you to explore your passion and interest and pursue it within the organization

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**Required Skills****Must Have Qualification**

- Bachelor's degree (B.A.) from four-year college or university
  - ◆ Fresh graduates from Telecommunication Network and Engineering, Computer Science, Information Technology, or related technical fields are welcomed to apply
- Minimum 2 years of experience in the technical support role at Telecommunication or other related Industries
- Good understanding of networks and cloud telephony
- Experience/knowledge in system administration (Linux, Windows, Active directory)
- Business level English to communicate internally as well as towards clients

**Good To Have Technical skills**

- Japanese skill will be an added advantage
- Technical experience with Ms. Teams

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**Company Description**