



Senior Network Operations Engineer (Japanese & English)

Japan team, Global NOC - Pharmaceuticals

Job Information

Hiring Company

EIRE Systems K.K.

Job ID

1506949

Division

Enterprise Clients, On-site IT Services

Industry

Pharmaceutical

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Temp to Perm

Location

Tokyo - 23 Wards, Shinagawa-ku

Train Description

Yamanote Line Station

Salary

8 million yen ~ 11 million yen

Refreshed

March 27th, 2025 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

EIRE Systems is looking to hire an experienced, Japanese and English-speaking Senior Network Operations Engineer. This is an in-house opportunity, dedicated to supporting the network infrastructure of a global Pharmaceuticals company that is known worldwide for its emphasis on the wellbeing of their people.

You will support network systems operations and network change projects for an enterprise environment comprising mostly Cisco networking equipment (approx. 200 Cisco devices across 11 offices/branches in Japan).

Working as part of a small local Network infrastructure team, with support from global network operations groups, the main focus of the role will be supporting the day-to-day network support services, troubleshooting network performance issues, handling incidents, planning and executing operational network change activities.

Global and local projects coordination:

- Work closely with European and SE Asia-based IT teams, and local Japan IT Infrastructure department for network related activities, such as vendor control (quote, schedule, user coordination of the sites), WAN circuit management (opening/closing), equipment management, performing connection/application tests after implementation, user training, and all other necessary duties.
- Decommission of devices and circuits with coordination with local business, IPS and external vendors for supporting projects.
- After hours and weekend work for planned local/global project work and unexpected issues, including business trips will be required.

As a member of L2 incident management, responsible for troubleshoot, upgrade, install hardware/software of routers, switches, proxy servers, and all other related devices and tools.

- Process internal and external Firewall requests from users including checking logs and existing rules.
- Manage wireless access points and wireless controllers in Japan.
- Work closely with server, application, infrastructure and printer teams, and voice/video team to respond to their network queries.
- Process network related issues and requests via ticketing system, configuring devices as necessary.
- Inventory of all Japanese devices and data files.
- After hour and weekend work for planned local/global project work and unexpected issues, including business trips.

Supported technologies include:

- Existing L2 and L3 LAN solution with Cisco
- Traditional WAN solution with Cisco
- Wireless solution with Cisco
- Firewall operation with Palo-Alto
- VPN solution (Global Protect) with Palo-Alto
- Zero-Trust solution/configuration on network devices for end users
- Cloud-based proxy system (Zscaler) operation
- Cisco ISE authentication/authorization solution
- Microsoft 365 E5 security solution
- SD-WAN solution with Aruba (Silver Peak)

Required Skills

Qualifications and Experience:

- Native-level Japanese and intermediate/business-level English (willing and interested in being part of a global team).
- 2-3 years networking experience, in a large enterprise environment, supporting network operations and projects.
- CCNP (Cisco Certified Network Professional) certification or equivalent knowledge and experience
- Experience with enterprise-class Cisco networking technologies
- Solid understanding of infrastructure technologies such as WAN, LAN, WLAN, Internet Proxy, VPN and Firewalls
- Good level of knowledge and working experience in Internetworking, IP routing protocols and troubleshooting MPLS/IP VPN
- EIGRP and BGP routing protocols
- Knowledge of ITIL processes and methodologies to deliver high quality support to meet customer needs
- Ability to follow processes and to generate good documentation.
- Collaboration and communication skills. Accountable and highly results oriented. Sense of urgency. Ability to plan and organize work.

Company Description