

MichaelPage

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Bilingual Support Engineer+ Voice VoIP (-10M)- Global Firm**Bilingual Support Engineer+ VoIP****Job Information****Recruiter**[Michael Page](#)**Job ID**

1535017

Industry

Bank, Trust Bank

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7.5 million yen ~ 10 million yen

Refreshed

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General Requirements**Minimum Experience Level**

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Give operational support + Voice (VoIP) to a Global Financial Firm (Trading floor)

You will be involved in Trader Voice, Enterprise Voice, and Voice Recording systems as well as Infrastructure operational support.

Client Details

A financial services firm headquartered in Tokyo, this company focuses on connecting global talent with opportunities in Japan's dynamic financial sector.

Description

- You will be responsible for the support of the Voice Infrastructure to support
- Carry out the functions of the Tier 1 Service Desk with adherence to ITIL 2011 based processes and within the timeframes associated with IPC's SLA agreement. Provide local first point of contact for incident management and service requests. Coordinate handoff to other onsite engineers to provide a continuous global follow-the-sun service.
- Ticket lifecycle support (Incidents, Changes, Service Requests)
- Technologies in scope:
 - a. IPC Technologies:
 - b.Voice recording - follow processes to route tickets to VR support group
 - c.Cisco CUCM dialtone - follow processes to route tickets to PBX support group
 - d. SBC for untrusted SIP trunks - follow processes to route tickets to SBC support group
 - e.LAN/WAN networking - follow processes to route tickets to network support group.

Job Offer

-Flexible environment to improve your career

-Traning Allowance

-20 Days Annual Leave

-Global members

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Samantha Galeana on +813 6832 8971.

Required Skills

- Business skills in both Japanese and English
- Experience with IT Infrastructure technologies and VoIP Telephony technologies.
- Experience working with ITSM system
- High energy and motivated individual
- Experience supporting global customers, working with a wide array of individuals from ends users to customer's business executives. Must demonstrate interpersonal skills necessary to work within a team environment and communicate effectively across a variety of geographically dispersed resources.
- NO VISA SUPPORT

Company Description

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