



## Technical Project Manager (Voice) Exclusive job

For a leading bank

### Job Information

#### Hiring Company

[smartims.com](https://smartims.com)

#### Subsidiary

Smart IMS Inc.

#### Job ID

1402366

#### Industry

Investment Banking

#### Company Type

Large Company (more than 300 employees) - International Company

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

Negotiable, based on experience

#### Refreshed

May 22nd, 2026 14:00

### 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

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

- To work in a regional voice operations and project team that manages the low-level technical delivery of all voice infrastructure projects and provides governance to the organization strategic partners.
- To provide comprehensive product knowledge on Cisco voice technology.
- Ability to provide onsite support for user testing of CUCM and Cisco phone features and functionalities during user migrations.
- Ability to handle and coordinate phone deployments during user / floor / site migrations.
- Ability to lead the project and provide High- and Low-level design.
- Provide L1/L2 support for business impacting issues.
- Work with internal and external project managers to report issues and deliver solutions.

- Engage with the business and external vendors to deliver solutions.
- Ensures user satisfaction by providing preventative maintenance, troubleshooting, and quickly
- Participates in the design, development, and implementation of complex system engineering activities involving cross-functional technical support, systems programming, and data center capabilities.
- This will include components of the assessment and optimization of system design and review of user requirements.
- Able to provide and communicate technology solutions across differing audiences including technical, managerial, business executives, and/or vendors.
- Leads the resolution process for problems where analysis of situations or data requires an in-depth evaluation of various factors.
- Contributes to the determination of technical and operational feasibility of solutions.

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## Required Skills

- Certified Cisco Voice technical certification.
- Knowledge and Hands experience on CUCM, CUC, SME, Cisco Gateway (H323/SIP)
- Moderate experience in the financial services field.
- Information Technology degree and/or technology certifications preferred or substantial equivalent experience. Typically, 5-10 years of IT experience.
- Moderate experience with Trading Floor and Telecommunication technologies; IPC/Cisco/Avaya
- Must be able to interact in a professional manner with End Users; must possess excellent PC, communication, and organizational skills.
- Candidates must be able to work both independently and in a team environment and be able to interact effectively with other team members, management, and clients.
- Candidates must have strong interpersonal, verbal, and written communications skills

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## Company Description

### **Empowering innovation. Unleashing potential.**

Two decades since its inception, Smart IMS has thrived on empowering innovation and unleashing the untapped potential of our clients. We are a trusted technology and business partner who finds improvement opportunities behind business problems and delivers technology-enabled solutions to help grow your business and give it an edge over the competition.

Smart IMS is founded by business and technology experts with extensive backgrounds in designing, implementing, and managing large and complex IT projects at Fortune 500 companies. We are headquartered in Plainsboro, New Jersey (US), with offices in India, Singapore, Hong Kong, Malaysia, Australia, UK, KSA and UAE.

### **What We Offer**

Smart IMS delivers IT solutions and services that create a sustainable competitive advantage for our clients across the world.

Our core portfolio includes:

- IoT
- Cloud and Digital Services
- Enterprise Application Management & Development
- Smart Advisory & Assessment Services
- 24/7 Technical Support Services
- Unified Communication Services
- Smart Insurance Solutions

Smart IMS leverages deep industry and functional expertise, leading technology practices, and an advanced global delivery model to help clients transform their business processes and improve their business performance. Smart IMS deploys a global and nearshore delivery model at the heart of its business operations, leveraging its skilled workforce and infrastructure at different global locations.

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