CareerCross

CDNetworks
Accelerate. Secure. Control.

テクニカルソリューションエンジニア / TECHNICAL SOLUTION ENGINEER

> **シンガポール本社　あらゆる通信・配信のパフォーマンス向上をトータルサポート**

Job Information

Hiring Company
CDNetworks Japan Co.,Ltd

Job ID
1456136

Industry
Other (IT, Internet, Gaming)

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Chiyoda-ku

Salary
4.5 million yen ~ 7.5 million yen

Work Hours
9：00〜18：00（休憩1時間）

Holidays
土日祝、年末年始（12月29日〜1月4日）、有給休暇（試用期間経過後）、慶弔休暇、看護休暇など

Refreshed
May 14th, 2024 08:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

・風通しの良い職場環境（さまざまな取り組みにおいてグローバルオフィスと緊密に連携）
・海外出張の機会あり（商談やイベント、展示会参加など）
・充実した手当や福利厚生（通信費、食費、交通費手当や、健康、ウェルネス、自己啓発等の福利厚生）
・ハイブリッド勤務対応しています（週2日はリモート勤務）

Job Responsibilities

- Work local time as point of contact for customer support.
- being off-hours time emergency contact.
- Provide expert support on trial/onboarding configurations.
- To be the specialist to conduct performance tests.
- Look after initial customer onboard (new customers and strategic customers);
- Perform service activations/changes/deactivations.
- Work with local JP Sales team on customer implementations and trials.
- Manage Salesforce case for every unique inbound issue from sales.
- VIP3 operation:
- VIP3 strategic customer support.
- VIP3 operational analysis report.
- VIP3 customer monitoring and optimize configuration.
- Work with relevant parties to solve customer outage issues.
- SFA setup completion notice.
- Organize RCA/RFO documents to customer, maintain customer relationship.

◆具体的な業務内容
＜１＞既存顧客からの問い合わせ対応（1日2,3件くらい）
＜２＞受注が決定した企業のサービス導入対応・導入後の機能追加の設定
＜３＞障害や問い合わせに関する調査（ログ解析など）

・技術サポート対象顧客：e-learning、ポータル、ゲーム系、E-commerce、エンタテイメント、エンタプライズ系顧客の
サービスを運用する

About us

As a global-leading Content Delivery Network and Edge Service provider with over 20 years of experiences, CDNetworks delivers fully integrated cloud and edge computing solutions with unparalleled speed, ultra-low latency, rigorous security, and reliability.

From Fortune 500 companies to SMBs, our customers benefit from our diverse products and services including web performance, media delivery, enterprise applications, cloud security, and colocation services on a daily basis.

Founded in 2000, CDNetworks expanded over the years in a steady and solid manner to meet the needs of customers around the world. We have 14 global offices and 10 R&D centres across continents, all unified with one simple goal – provide the fastest and most secure digital experiences for internet users around the world.

People being the most valuable assets of our company, we put great emphasis on each team member's professional and personal growth.

We are looking for compassionate individuals who are deeply committed to learning and growing with us in the long term and who are aggressively result-oriented in achieving both professional and personal development objectives.

Join CDNetworks to help improve the performance and security of our internet together!

Required Skills

JOB REQUIREMENTS

- Bachelor's degree in Engineering, Computer Science, or related technical field.
- Minimum 2 years of relevant experience in a client-facing environment, i.e. Consulting, Pre/Post-Sales Engineering, Professional Services or others technical field support.
- 2+ years of experience with Internet technologies (TCP/IP, DNS, HTTP/HTTPS, HTTP Header, SSL/TLS/QUIC, etc.), including an understanding of CDN, Enterprise Applications and Mobile technologies.
- 2+ years of experience with Internet or Enterprise Security and an understanding of basic security architecture and functional elements including firewalls, DDoS protection, etc.
- Experience working with some of the security technologies and tools like IDS, IPS, Log Analysis, Encryption and VPN, Identity and Access Management, Mobile Security, Networking Scanning etc.
- Experience with Edge Computing / DevOps tools such as Docker, Kubernetes, Jenkins, Maven, GitHub, etc.

必要な経験
◆Linux 系 OS やコマンドによるオペレーション経験
◆インタネットサービス及び、プロトコルの理解・運営経験（TCP/IP, HTTP, FTP等）
◆トラブルシューティング経験
◆顧客サポート経験
◆ネットワークとＤＮＳに関する基本知識（IP, subnet, 簡単なネットワークコマンドの活用、 DNSの動きに関する理解
力、簡単なDNS確認コマンドの活用等）

望ましい経験：
◆shell, perl, python等のscript系ランゲージの経験

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