



Voice Engineer Exclusive job

Job Information

Hiring Company

smartims.com

Subsidiary

SmartIMS

Job ID

1456939

Industry

Investment Banking

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

Negotiable, based on experience

Refreshed

January 16th, 2026 10:00

General Requirements

Minimum Experience Level

Over 6 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

Executive Summary:

- Solid Cisco Unified Communications Manager and Enterprise Voice Operations and Engineering experience.
- The position is to fill in the role of regional Cisco Voice Engineer supporting L1/L2 of Operations and Engineering.
- The role includes migration, upgrades and deploying of Cisco CUCM / CUC / Voice Recording system.

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.

Required Skills

Qualifications/Requirements:

- Japanese Language Proficiency N2.
- 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

Company Description