



## Voice Engineer Exclusive job

### Job Information

**Hiring Company**
[smartims.com](http://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**

August 22nd, 2025 04:00

### 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.
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## 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
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## Company Description