Telephony Modem SW Support Engineer 👍 Exclusive job

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Telecom Technology Firm

Job ID
1457630

Industry
Internet, Web Services

Job Type
Permanent Full-time

Location
Kanagawa Prefecture

Salary
7 million yen ~ 10 million yen

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation (Amount Used: English usage about 25%)

Minimum Japanese Level
Fluent

Other Language
Chinese (Mandarin) - Daily Conversation

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

Provide on-site support for telephony modems, collaborating with carrier engineers during Interoperability tests (IOT) and certification phases. Troubleshoot and triage reported failures, contribute to identifying potential problematic areas in telephony and modem subsystems, and communicate insights to the development team. Take ownership of tracking, following up, and resolving software issues from carrier labs. Conduct regression and sanity tests, compile progress reports, and present technical details to cross-functional stakeholders. Strong teamwork, project management, and adaptability across sites and cultures are essential.

Required Skills

In-depth familiarity with modem stacks and expertise in JP first-tier carrier certifications and interoperability tests.

Proficiency with 3GPP LTE and NR standards.
Strong competence in modem stack logging and analyzing tools.
Experience working with Android Debug Bridge (ADB) and CLI tools.
Exceptional organizational skills with the ability to multitask effectively.
Demonstrated ownership of responsibilities and outstanding team collaboration.
Skillful project management capabilities.
Willingness to closely collaborate with stakeholders across diverse sites, time zones, and cultures.

Company Description