TRIBE Support Engineer (Telecom/Cloud Telephony engineer)

JP residents only | ITmajor fresh grads OK

Job Information

Hiring Company
AINEO Networks

Job ID
1500040

Industry
Temp Agency, Outsourcing

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 6 million yen

Refreshed
November 26th, 2026 04:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Daily Conversation Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

About AINEO :
AINEO's main product is CIRCLE Cloud Communications, which is a widely used cloud-based business telecom and communications service. CIRCLE allows hassle-free communications from any device (mobile, PC, tablet, laptop) and helps growing businesses to stay within reach despite the high mobility required in the job or the geographical difference between the users.

Our technology covers different aspects, including networking, cloud, machine-to-machine (M2M), security, professional services, and mobility solutions. CIRCLE is cloud-based VoIP (telephone), chat, video, collaboration, and much more.

JOB OVERVIEW
TRIBE Support Engineer manages the operation our CIRCLE Cloud Communcations SaaS/UCaaS service. This position will be working as part of a team to resolve issues in our partner clients systems. AINEO has more than 500 clients nation-wide who need their CIRCLE system runs perfectly at all times.

In short, AINEO is looking for a bright, quick, and flexible person with some technical acumen that to join our team in Tokyo.

Job Responsibilities:

- Perform support and troubleshooting of CIRCLE system escalated from the Partner Service Representative team
- Conduct a thorough system investigation via servier login or remote access to the client's system when necessary
- Escalate unresolved issues to L3 Support Engineers according to internal procedures and guidelines
- Partially involved in new deployment projects, to provide insights to ensure that the system will run smoothly

Additional Information:

- You will be joining a team of 4 people from a diverse backgrounds and nationalities
- On-the-job training will be provided upon joining, where you will shadow a mentor to learn and put it into practice
- Personal growth is nurtured and encouraged in AINEO, our flexible internal mobility allows you to explore your passion and interest and pursue it within the organization

Required Skills

Must Have Qualification

- Bachelor’s degree (B.A.) from four-year college or university
  - ◆ Fresh graduates from Telecommunication Network and Engineerng, Computer Science, Information Technology, or related technical fields are welcomed to apply
- Minimum 2 years of experience in the technical support role at Telecommunication or other related Industries
- Good understanding of networks and cloud telephony
- Experience/knowledge in system administration (Linux, Windows, Active directory)
- Fluent level Japanese to communicate internally as well as with the clients

Good To Have Technical skills

- Technical experience with Ms. Teams

Company Description