

**MichaelPage**

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**Bilingual Support Engineer+ Voice VoIP (-10M)- Global Firm****Bilingual Support Engineer+ VoIP****Job Information****Recruiter**

Michael Page

**Job ID**

1535017

**Industry**

Bank, Trust Bank

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

7.5 million yen ~ 10 million yen

**Refreshed**

April 24th, 2025 20:34

**General Requirements****Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

**Job Description**

Give operational support + Voice (VoIP) to a Global Financial Firm (Trading floor)

You will be involved in Trader Voice, Enterprise Voice, and Voice Recording systems as well as Infrastructure operational support.

**Client Details**

A financial services firm headquartered in Tokyo, this company focuses on connecting global talent with opportunities in Japan's dynamic financial sector.

**Description**

- You will be responsible for the support of the Voice Infrastructure to support
- Carry out the functions of the Tier 1 Service Desk with adherence to ITIL 2011 based processes and within the timeframes associated with IPC's SLA agreement. Provide local first point of contact for incident management and service requests. Coordinate handoff to other onsite engineers to provide a continuous global follow-the-sun service.
- Ticket lifecycle support (Incidents, Changes, Service Requests)
- Technologies in scope:
  - a. IPC Technologies:
  - b.Voice recording - follow processes to route tickets to VR support group
  - c.Cisco CUCM dialtone - follow processes to route tickets to PBX support group
  - d. SBC for untrusted SIP trunks - follow processes to route tickets to SBC support group
  - e.LAN/WAN networking - follow processes to route tickets to network support group.

#### **Job Offer**

-Flexible environment to improve your career

-Traning Allowance

-20 Days Annual Leave

-Global members

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Samantha Galeana on +813 6832 8971.

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#### **Required Skills**

- Business skills in both Japanese and English
- Experience with IT Infrastructure technologies and VoIP Telephony technologies.
- Experience working with ITSM system
- High energy and motivated individual
- Experience supporting global customers, working with a wide array of individuals from ends users to customer's business executives. Must demonstrate interpersonal skills necessary to work within a team environment and communicate effectively across a variety of geographically dispersed resources.
- NO VISA SUPPORT

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#### **Company Description**

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