



Voice Engineer - Leading Global Investment Bank

Global company, international team

Job Information

Hiring Company

[EIRE Systems K.K.](#)

Job ID

1542329

Industry

Investment Banking

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Contract

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

Negotiable, based on experience

Refreshed

July 14th, 2025 01:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Be part of a team of highly technical Voice Network Engineers which is distributed across Asia (Japan, Hong Kong and India) in a leading Global Investment Bank.

This on-site role offers the opportunity to provide support a global Voice infrastructure with technologies including; Trading telephony, Intercom, Standard telephony, and Voice recording.

Responsibilities:

- Support the global Voice infrastructure, including Incident, Problem, and Change Management as part of a global “follow the sun” group.
- Identify specific improvements within Network Services standards or processes and work collaboratively within the group to take action.

- Receive technical escalations and independently provide solutions to resolve high impacting network incidents.
- Conduct root-cause analysis for major problems and drive the troubleshooting to resolution;
- Communicate with business units (= End User Interactions) during projects and incidents (Severity 1 and 2 bridges).
- Oversight of the offshore provided L1/L2 support desks.
- Point of escalations for offshore Level 1 and Level 2 for incident management.
- Operational acceptance of new deployments and create technical documentation for as built environment. (Permit to Operate).
- Participate in Regional Support on-call duties in rotation.

About us...

EIRE Systems is a leading independent provider of professional IT services to the financial, insurance and multinational sectors in Japan and throughout the Asia-Pacific region. EIRE Systems has expertise across a wide spectrum of Information Technologies, with a track record for successfully completing hundreds of assignments since its establishment in 1996.

We provide professional IT services, both project-based and ongoing operational support, in two main areas:

1. IT Services
2. Project Management

EIRE Systems provides a wide range of career choices for internationally-minded technology and support professionals. From the company's small beginnings, EIRE Systems currently has 130 Tokyo-based employees and is expanding its local, regional and global expertise. We have established offices in Hong Kong, Singapore and Shanghai and are reaching further as we grow our presence throughout the Asia-Pacific.

Required Skills

Key Requirements:

- 3-5 years experience in a voice engineer/ specialist role
- Strong hands-on experience with Voice and VoIP Technologies including;
 - IPC Unigy Trading Telephony,
 - Speakerbus,
 - Cisco IP Telephony (Release 12.x),
 - Voice recording (NICE NTR/NTRX),
 - Avaya System and Session Manager,
 - BT Netrix Trading systems (Release 18.5);
- A strong knowledge of data networking principles
- Experience working in a financial services company is a plus

Soft Skills Required:

- Excellent Incident / Troubleshooting skills;
- Ability to prioritize along with very good time management skills;
- Desire to learn and adapt to new technology;
- Excellent interpersonal skills;
- Excellent problem solving skills;
- Ability to participate as part of a team;
- High level of initiative, proactive approach;
- Ability to work in a team and global environment;
- Sense of ownership/accountability;
- Flexible and adaptable to meet the team needs;
- Honest, hardworking and reliable;

Company Description