



【Osaka】 MicoVoice QA Test Automation Engineer (Bilingual)

多国籍メンバー活躍 / フレックス / リモート中心 / ビザサポート可

Job Information

Hiring Company

Mico Inc.

Job ID

1556165

Industry

Internet, Web Services

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Osaka Prefecture, Osaka-shi Kita-ku

Salary

5 million yen ~ 7.5 million yen

Work Hours

Standard Schedule: 9:00 AM – 6:00 PM (includes a 1-hour break)

Holidays

Weekends (Saturday & Sunday), national holidays

Refreshed

October 13th, 2025 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

■Role Overview

We are seeking a mid- to senior-level individual contributor to take ownership of QA automation for our AI Call solution and serve as a technical liaison during customer integrations. This hybrid role is ideal for someone who thrives at the intersection of engineering, quality assurance, and customer interaction.

■Key Responsibilities

Design and implement scalable test automation frameworks for Japanese-language IVR and AI call flows.
 Write, execute, and maintain end-to-end, regression, and integration tests for speech recognition, TTS, and conversational flows.
 Conduct manual testing of Japanese-language flows where necessary.
 Log, track, and verify bugs and issues across releases.
 Write clear and concise bug reports and documentation in English for the engineering team.
 Collaborate with PMs and engineers to define QA strategies for new features and releases.
 Plan and implement strategies to test non-deterministic LLM-driven responses as we evolve toward Generative AI capabilities.

Employment type

Full-time employee

Probationary period: Generally 3 months (no changes in compensation or benefits during this period).

Salary

Salary will be determined based on previous experience, taking into consideration your skills and expertise.

Work Location

We will consider your preferred work location.

Depending on the nature of the work, we offer a flexible working style that includes both remote and in-office options.

(Average office attendance: about 4 times per month / Once a week is recommended)

■Osaka Office

WeWork Midosuji Frontier 1-13-22 Sonezakishinchi, Kita-ku, Osaka-shi, Osaka Prefecture

■Tokyo Office

(From January 2024)

WeWork The ARGYLE Aoyama 6F 2-14-4 Kita-Aoyama, Minato-ku, Tokyo

Work Hours

- Standard Schedule: 9:00 AM – 6:00 PM (includes a 1-hour break; overtime applicable).

Flexible Time: Core hours from 10:00 AM to 4:00 PM.

- Certain grades may fall under a discretionary labor system, per company regulations.

Holidays and Leave

- Weekends (Saturday & Sunday), national holidays

- Year-end and New Year holidays

- Summer vacation

- Bereavement leave

- Paid leave (10 days granted upon joining, with additional days based on tenure)

- Other company-designated holidays

Employee benefits

- Commuting allowance (including bicycle commuting)
- Company laptop provided
- Company phone provided (*role-specific)
- Flexible start-time policy (every two months upon request)
- Social insurance (health, pension, employment, workers' compensation)
- Life and health support leave
- Health checkup expenses covered
- Parental and childcare support programs
- Club activity support

Required Skills

MUST

- 3+ years experience in QA/test automation or software engineering.
- Proficient in designing and maintaining test automation frameworks (e.g., Playwright, Cypress, Selenium).
- Solid experience with REST APIs, CI/CD workflows, and version control (Git).
- Strong debugging and test case design skills.
- Native or near-native proficiency in **Japanese**, and business-level **English**.
- Strong communicator—can write clear bug reports in English and explain technical issues in Japanese.
- Comfortable working in fast-moving startup or scale-up environments.

Preferred

- Experience in IVR, speech recognition, telephony (e.g., SIP, Twilio, Asterisk) or AI/NLU systems.
- Exposure to LLMs or Generative AI-based products.
- Familiarity with tools like Postman, JMeter, or LoadRunner for API and performance testing.
- Knowledge of Japanese testing tools or platforms.

Ideal candidate profile:

- Able to think strategically with a broad perspective, free from existing constraints.
- Naturally inclined to continuous learning as part of daily routine.

- Capable of overcoming challenges independently, even in difficult situations.
- Demonstrates integrity and a strong sense of responsibility.
- Skilled in structuring and articulating ideas or delivering outputs.
- Open communicator with excellent collaboration skills.
- Proficient at rallying others and driving projects forward effectively

Company Description