



Senior Voice Engineer /音声基盤エンジニア

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Job Information

Recruiter

[Skillhouse Staffing Solutions K.K.](#)

Job ID

1579983

Industry

Insurance

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 9 million yen

Work Hours

9:00 - 18:00 (Mon-Fri)

Holidays

Saturday, Sunday, and National Holidays, etc

Refreshed

March 26th, 2026 04:00

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

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global enterprise and technology-driven insurance organization is seeking a **Voice Engineer** to support and enhance business-critical communication platforms within its Japan operations.

The Voice Engineer is responsible for maintaining the stability, performance, and continuous improvement of enterprise voice and unified communications services. The position combines operational ownership, configuration management, incident response, and solution optimization across voice, collaboration, and multimedia environments. This is a hybrid infrastructure role requiring both hands-on technical capability and structured IT service discipline.

Responsibilities:

- Ensure stable operation and availability of enterprise voice services and related systems
- Monitor system health, reliability, and service performance
- Maintain operational integrity of communication infrastructure
- Execute configuration changes, upgrades, and system optimizations
- Participate in improvement initiatives and operational enhancements
- Support lifecycle management of voice technologies
- Contribute to design, setup, and configuration of new systems and services
- Support implementation of communication and collaboration solutions
- Assist with introduction of next-generation technologies
- Perform hands-on incident response and problem analysis
- Restore services within SLA targets and operational priorities
- Operate under ITIL-based service management practices
- Provide night/weekend support when required for incidents or critical work
- Collaboration & Stakeholder Coordination
- Implement security controls and operational best practices

Why should you apply:

- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

Company Details:

A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

Required Skills**Required Skills:**

- Minimum 5 years of IT infrastructure or operations experience
- Experience supporting voice systems, networking, servers, or cloud environments
- Hands-on experience with incidents, troubleshooting, and configuration changes
- Solid understanding of networking fundamentals (TCP/IP, VoIP, SIP)
- Ability to work within structured IT service environments (ITIL-aligned)
- Comfort supporting business-critical systems and users
- ITIL certification desirable
- CCNA / CCNP or equivalent networking certifications considered a plus
- Microsoft-related certifications advantageous

Company Description