Voice Operations / Support Engineer | Nagasaki & Tokyo

Global Insurance Company

Job Information

Recruiter
Skillhouse Staffing Solutions K.K.

Hiring Company
Global Insurance Company

Job ID
1581556

Industry
Insurance

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Nagasaki Prefecture

Salary
5 million yen ~ 6.5 million yen

Work Hours
9:00 - 17:30 (Mon-Fri)

Holidays
Saturday, Sunday, and National Holidays, Year-end and New Year

Refreshed
March 6th, 2026 13:30

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Entry Level

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

Role Overview:

Role Overview

• Support and operate enterprise Voice / VoIP platforms (SIP, telephony systems)
• Ownership-focused role ensuring stability and reliability of business-critical communication services
• Work within a global infrastructure environment at a Fortune 500 organization
• Hybrid work style (3 days office / 2 days remote)
• Location: Nagasaki – Global Technology Center
• Total annual package: up to 6.5M JPY (including bonus)4

Duties & Responsibilities

Voice Platform Operations

- Support daily operations of enterprise voice and telephony platforms
- Monitor system health, availability, and service stability
- Perform maintenance to ensure reliable delivery of business-critical voice services

Incident Response & Troubleshooting

- Handle incidents and restore services when issues occur
- Diagnose technical problems and identify root causes
- Recommend preventive improvements to reduce recurring incidents

Operations & Service Management

- Maintain operational procedures and technical documentation
- Contribute to knowledge sharing and operational standardization
- Work within structured IT service management processes (ITIL-aligned, training supported)

Service Continuity & Collaboration

- Support disaster recovery planning and service continuity activities
- Collaborate with infrastructure teams on communication and collaboration technologies
- Provide support during critical incidents, including occasional off-hours activities

Required Skills

Required Technical Skills

- Minimum 5 years of overall professional experience
- Strong background in technical support, operations, or user support
- Experience with incident response and troubleshooting environments
- Problem-solving capability and analytical thinking
- Understanding of IT infrastructure or end-user support environments
- Ability to work within structured operational processes

Advantageous Experience

- Experience supporting voice, telephony, or communication systems
- Exposure to enterprise IT environments or shared services
- Familiarity with ITIL or service management practices
- Experience coordinating with business users or departments
- Basic understanding of corporate IT tools and systems

Languages
Japanese level: High Intermediate
English level: Advanced

Company Description