



L2 Support Network Engineer

Job Information

Recruiter

NEXUS Corporation

Job ID

1592899

Industry

IT Consulting

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 ~ 8 million yen

Refreshed

June 16th, 2026 22:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Required:

1. Basic Telecom, MS Office, ATT Products, Networks Fundamentals, Network Design Level 1 and 2
2. Excellent written and verbal skills in Japanese and English
3. Technical Support serving as escalation resource to resolve complex issues with the following products; Enterprise Mobility Management (EMM) Content Delivery Network (CDN) and IoT SmartCities. Works directly with customers to resolve trouble tickets escalated from Tier 2. Escalates issues to Tier 4 vendors as appropriate. Ensure customer satisfaction through timely resolution of escalated issues. Internet Protocols (HTTP, DNS, TCP/IP, ICMP), Internet Components (routers, proxies, gateways, servers), Technical Support, Customer Facing, Troubleshooting Skills

4. Should have strong networking service assurance background

Desired:

1. May monitor and train junior engineers and act as subject matter experts for customer and AT&T organizations
2. Determine feasibility of technical solutions. Assist in root cause determination of network and related problems
3. Should have knowledge of Lan protocols like STP, RSTP, DTP, VTP, HSRP, VRRP etc
4. Should have knowledge of WAN protocols like EIGRP, OSPF and BGP. Should have good and working knowledge of MPLS
5. Should have knowledge of Wireless, including Controllers based Access Points

Company Description