



## 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**

May 19th, 2026 18:40

### 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