

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
November 3rd, 2026 17:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Fluent Level

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