SSP Care Engineer

Job Information

Recruiter
ReachExt K.K.

Job ID
1598897

Industry
IT Consulting

Company Type
Large Company (more than 300 employees)

Job Type
Permanent Full-time

Location
Kanagawa Prefecture

Salary
Negotiable, based on experience

Refreshed
November 13th, 2026 17:00

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

Roles & Responsibilities:

- Assist in Log collection & Analysis, health checks and support troubleshooting sessions between Customer & Global Care
- Support RCA preparation, MOP/Troubleshooting Plan of Action under senior guidance
- Reproduction of issues in customer Lab to collect additional logs for analysis
- Support CR Implementation approval process by assisting in LNI Process
- Participate in Technical Sync with Local Japan L2 team (via RDC under guidance)
- Communication support for Access (chat group between Remote Engr and Local Engr)
- Assist in Communication with CCTL in access approval workflow
- Support Japanese Translation of MOP & RCA
- Post validation of Logs and System after change implementation
- SF ticket creation and follow-up with 3LS till closure

Required Skills

- 1–3 years with minimum 1 year in Subscriber & Signalling domain
- Good communication skills – Team collaboration – Analytical skills – Presentation skills
- Mandatory Language Skill: Intermediate Bilingual Japanese and English
- Should have basic knowledge of 4G and 5G call flows
- Candidate should have foundational understanding of Subscriber & Signalling domain
- Should have awareness of Cloud environment and how S&S solution/Nodes are deployed on cloud
- Candidate should have some exposure to maintaining and troubleshooting Subscriber and Signalling nodes, log analysis under guidance
- Should be able to perform RCA and share Reports within the agreed SLA with supervision
- Perform basic health checks and troubleshooting from logs captured and provide solutions within SLA
- Basic understanding of issues related to Node Reachability, FM/PM and other KPIs
- Awareness of troubleshooting tools like Wireshark etc.
- Basic working knowledge of Linux, VMWare, Dockers & Containers, OpenStack, OpenShift
- Basic awareness of S&S Nodes like AAA, One NDS, SDL (Shared Data Layer), Registers (HLR/HSS, UDM/AUSF), One-EIR, SCP, CSD, STP, U-DRA, NPC, EIR etc.

Company Description