IT Support Specialist (IP Telephony & Cloud PBX)

JP residents only | ITmajor fresh grads OK

Job Information

Hiring Company
AINEO Networks

Job ID
1599998

Industry
Temp Agency, Outsourcing

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

We are seeking a skilled and proactive IT Support Specialist with strong experience in IP telephony systems, Cloud PBX platforms, and network troubleshooting. The ideal candidate will be responsible for deploying, maintaining, and supporting voice and data communication systems, diagnosing technical issues, and ensuring reliable operation of telephony and IT infrastructure. Experience with Asterisk, SIP technologies, VMware virtualization, and network installations is essential. Knowledge of PHP and Python development is an advantage.

Key Responsibilities

- Install, configure, maintain, and troubleshoot IP telephony and Cloud PBX solutions.

- Manage and support Asterisk-based VoIP systems and related telephony applications.
- Configure and troubleshoot SIP trunks, SIP gateways, IP phones, and VoIP services.
- Perform SIP signaling analysis and call-flow troubleshooting using industry-standard diagnostic tools.
- Install, configure, and maintain network infrastructure including switches, routers, firewalls, and structured cabling.
- Diagnose and resolve voice quality issues such as latency, jitter, packet loss, and call routing problems.
- Deploy and manage VMware virtualized environments supporting telephony and IT services.
- Monitor system performance, identify bottlenecks, and implement corrective actions.
- Provide technical support to users and customers through remote and onsite assistance.
- Maintain documentation for system configurations, network diagrams, and troubleshooting procedures.
- Collaborate with vendors and service providers to resolve service-related issues.
- Participate in system upgrades, migrations, and disaster recovery planning.

Required Skills

Required Skills & Qualifications

- Bachelor's degree or diploma in Information Technology, Computer Science, Telecommunications, or a related field.
- Proven experience in IT support, VoIP, or telecommunications environments.
- Strong knowledge of:
  - IP Telephony systems
  - Cloud PBX platforms
  - Asterisk PBX
  - SIP protocol and SIP trunking
  - SIP gateways and IP phones
  - VMware virtualization
  - TCP/IP networking
  - Routing, switching, VLANs, and firewall concepts
- Experience using SIP troubleshooting and packet analysis tools such as:
  - Wireshark
  - SIPp
  - sngrep
  - tcpdump
- Ability to install, configure, and troubleshoot network and telephony infrastructure.
- Strong analytical and problem-solving skills.
- Excellent communication and customer support abilities.

Preferred Qualifications

- Experience with Linux server administration.
- Knowledge of cloud-based communication platforms and hosted VoIP services.
- Basic scripting or development skills in:
  - PHP
  - Python
- Familiarity with automation, API integrations, and telephony application development.
- Relevant certifications such as VMware, Cisco, Linux, or VoIP-related certifications are a plus.

Desired Attributes

- Self-motivated and capable of working independently.
- Strong attention to detail and documentation.
- Ability to manage multiple priorities in a fast-paced environment.
- Team-oriented with excellent troubleshooting and customer service skills.

Bonus Skills: Experience in PHP and Python programming for automation, reporting, API integration, and custom telephony applications will be considered a strong advantage.

Company Description