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Bilingual Network Support Engineer (Japanese & English)

Enterprise Networking, Pharmaceuticals

Job Information

Hiring Company
EIRE Systems K.K.

Job ID
1611227

Industry
Pharmaceutical

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 2nd, 2026 07:00

General Requirements

Minimum Experience Level
Over 1 year

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

We are looking for a Network Support Engineer to provide on-site network support for our client, a leading global pharmaceutical company with a well-established presence in Japan.

Working in a large international IT environment, you'll provide hands-on support for network and connectivity issues while contributing to local infrastructure projects and collaborating with regional and global network teams.

This is an excellent opportunity to build practical enterprise networking experience, gain exposure to a broad range of technologies, and develop your skills within an international infrastructure environment.

Key Responsibilities

- Provide first-level (L1) troubleshooting across LAN, WAN, WLAN/Wi-Fi, VLAN, VPN, firewalls, proxies, Network Access Control, remote access, and related network infrastructure.
- Provide hands-on, on-site support for network incidents, connectivity issues, and hardware troubleshooting.
- Perform wired and wireless connectivity testing.
- Support network infrastructure projects, including new hardware deployments and site-related activities.
- Act as the local point of contact for the regional L2 Network team, supporting remote troubleshooting when equipment cannot be accessed remotely.
- Provide on-site support and coordination for vendors and external technicians.

Required Skills

What We're Looking For

- Strong communication skills with proficiency using both Japanese (fluent/native) and English (Intermediate)
- 1–3 years of experience in network, infrastructure, or related IT support.
- Good overall knowledge of WAN, LAN, WLAN, Internet Proxy, VPN and Firewalls
- Experience with enterprise-class Cisco and Juniper networking technologies is a plus
- Knowledge of ITIL processes and methodologies to deliver high quality support to meet customer needs.
- CCNA or CCNP certification or equivalent knowledge and experience.
- Accountable and highly results oriented with a sense of urgency, and ability to plan and organize work.

Why Join?

This is a great opportunity for an early-career engineer to build practical enterprise networking experience, gain exposure to a broad range of technologies, and work alongside experienced network specialists in an international environment.

❇ Applicants must be residing in Japan with the apprpriate permissions to work.

Company Description