

Microsoft Teams Enterprise Voice Engineer

Exclusive job

Job Information

Recruiter
NEXUS Corporation

Job ID
1614407

Industry
IT Consulting

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 6th, 2026 00:00

General Requirements

Minimum Experience Level
Over 6 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

Job Responsibilities:

- Responsible for migrating the user base from OnPrem to MS Teams and Tenant to Tenant Migrations.
- Excellent troubleshooting skills to resolve Level 3 Incidents with probable solutions.
- Upgrading, installing, configuring, designing, and migrating Voice from PBX to MS Teams
- Experience and knowledge of MS Teams Direct Routing for Enterprise Voice
- Experience in Skype/Teams Enterprise Voice troubleshooting (Gateways, SBAs, and complex issues)
- Experience in configuring and troubleshooting Dial Plans, Normalization Rules, routes, PSTN Usage, and Voice Policy
- Knowledge of Call Quality Dashboard Reporting and Management
- Overview of integrating Video endpoints, Teams meeting rooms & Collaboration Bars configurations.
- Understanding of response groups, Call queue, Auto Attendant, Dial by Extension, workflows, call routing methods.
- Experience in Planning, designing, deploying, and configuring SFB and Microsoft Teams
- Knowledge of deploying Remote Sites with Enterprise Voice
- Perform preventative maintenance to resolve problems or identify resolution to appropriate vendor or manufacturer.
- Coordinate with Customer staff to determine AV/V and basic infrastructure requirements for any new conference room or media design.
- Willing to take initiative and Automation for improving efficiency & productivity, able to work in a fast-paced environment with the ability to adapt to frequent changes and deliver the solution.

- MS Teams expert who can conduct “as Is” studies of existing requirements, design future state solutions, and help to transform the UCC solution around the MS Teams and Skype environment.
- Implementation & support experience specifically in O365, MS Teams, Skype for Business, Enterprise Voice, Conferencing solution & ability to interact with the client to understand business requirements, which will be both functional and technical.
- A Microsoft Teams expert who can design, deploy, migrate & operate the MS Teams environment, including support to other towers of voice-enabled collaboration technologies.

Required Skills

What are we looking for:

- 5 to 07 years’ experience with Skype and Microsoft Teams with Enterprise Voice is a must.
- Experience with AudioCodes/Sonus Gateways/Downstream SBCs
- Knowledge of bandwidth planning, optimal conferencing traffic, capacity, QOS.
- Knowledge of Enterprise Voice features: Call Admission Control, Call Park, Media Bypass, and Auto Attendant, etc.
- SIP, SIP Trunk integration, defining outbound translation rules, inbound dial plan, SIP Call flow concepts, knowledge of call methods.
- Good knowledge of Active Directory & Domain Services, Certificate Authority
- 5-6 plus years’ experience with Skype and Microsoft Teams with Enterprise Voice is a must
- Strong knowledge of RFI, RFP, and Solution Response related to MS Teams.

Company Description