



Citrix & Remote Access Engineer

L3 Ops Engineer, Netscaler + VPN infra

Job Information

Hiring Company

[EIRE Systems K.K.](#)

Job ID

1618733

Industry

IT Consulting

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

9 million yen ~ 11 million yen

Refreshed

October 20th, 2026 19:13

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Join a global infrastructure team responsible for secure remote access and virtual application delivery across a large enterprise environment.

The role has a strong focus on NetScaler and VPN technologies, working alongside global engineering teams to maintain, troubleshoot and improve business-critical remote access services.

Responsibilities

- Support and optimize NetScaler Gateway, authentication, load balancing and secure remote access services

- Investigate authentication, VPN, connectivity and application delivery issues
- Support Citrix Virtual Apps & Desktops and related infrastructure
- Perform root cause analysis and drive improvements to platform reliability
- Support security enhancements, upgrades and infrastructure changes
- Automate operational tasks using PowerShell
- Collaborate with global engineering, network, security and operations teams
- Participate in disaster recovery activities and on-call support

Required Skills

- Strong hands-on experience with NetScaler, including Gateway, AAA and secure remote access
- Good understanding of VPN, authentication and remote access technologies
- Experience supporting Citrix Virtual Apps & Desktops and related technologies
- Solid Windows infrastructure and general networking knowledge
- Strong troubleshooting skills across complex enterprise environments
- Experience with PowerShell or other scripting/automation tools
- Good English communication skills and the ability to work effectively with global teams

Other Skills (preferred / nice-to-have)

- Microsoft Always On VPN, per-app VPN, Intune or other endpoint and remote access technologies
- SAML, MFA and federated authentication
- Network traffic management and application delivery technologies
- Azure or Citrix Cloud
- Monitoring and performance analysis tools
- Experience in large-scale enterprise or financial services environments

What's on Offer

- Work with complex, enterprise-scale NetScaler, VPN and Citrix infrastructure
- Exposure to secure access, cloud and digital workplace initiatives
- Opportunity to deepen expertise across remote access, authentication and application delivery technologies
- Long-term project within a globally recognized organization

Company Description