



Voice Engineer 独占求人

募集職種

採用企業名

smartims.com

支社・支店

SmartIMS

求人ID

1456939

業種

投資銀行

雇用形態

正社員

勤務地

その他東京

給与

経験考慮の上、応相談

更新日

2026年01月09日 04:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

Executive Summary:

- Solid Cisco Unified Communications Manager and Enterprise Voice Operations and Engineering experience.
- The position is to fill in the role of regional Cisco Voice Engineer supporting L1/L2 of Operations and Engineering.
- The role includes migration, upgrades and deploying of Cisco CUCM / CUC / Voice Recording system.

Job description:

- To work in a regional voice operations and project team that manages the low-level technical delivery of all voice infrastructure projects and provides governance to the organization strategic partners.
- To provide comprehensive product knowledge on Cisco voice technology.
- Ability to provide onsite support for user testing of CUCM and Cisco phone features and functionalities during user migrations.

- Ability to handle and coordinate phone deployments during user / floor / site migrations.
- Ability to lead the project and provide High- and Low-level design.
- Provide L1/L2 support for business impacting issues.
- Work with internal and external project managers to report issues and deliver solutions.
- Engage with the business and external vendors to deliver solutions.
- Ensures user satisfaction by providing preventative maintenance, troubleshooting, and quickly
- Participates in the design, development, and implementation of complex system engineering activities involving cross-functional technical support, systems programming, and data center capabilities.
- This will include components of the assessment and optimization of system design and review of user requirements.
- Able to provide and communicate technology solutions across differing audiences including technical, managerial, business executives, and/or vendors.
- Leads the resolution process for problems where analysis of situations or data requires an in-depth evaluation of various factors.
- Contributes to the determination of technical and operational feasibility of solutions.

スキル・資格

Qualifications/Requirements:

- Japanese Language Proficiency N2.
- Certified Cisco Voice technical certification.
- Knowledge and Hands experience on CUCM, CUC, SME, Cisco Gateway (H323/SIP)
- Moderate experience in the financial services field.
- Information Technology degree and/or technology certifications preferred or substantial equivalent experience. Typically, 5-10 years of IT experience.
- Moderate experience with Trading Floor and Telecommunication technologies; IPC/Cisco/Avaya
- Must be able to interact in a professional manner with End Users; must possess excellent PC, communication, and organizational skills.
- Candidates must be able to work both independently and in a team environment and be able to interact effectively with other team members, management, and clients.
- Candidates must have strong interpersonal, verbal, and written communications skills

会社説明