TRIBE Support Engineer (Telecom/Cloud Telephony engineer)

JP residents only | ITmajor fresh grads OK

募集職種

採用企業名
アイネオ株式会社

求人ID
1500040

業種
人材派遣・アウトソーシング

会社の種類
中小企業 (従業員300名以下) - 外資系企業

外国人の割合
外国人 多数

雇用形態
正社員

勤務地
東京都 23区

給与
400万円 ~ 600万円

更新日
2026年11月12日 05:00

応募必要条件

職務経験
1年以上

キャリアレベル
新卒・未経験者レベル

英語レベル
日常会話レベル (英語使用比率: 75%程度)

日本語レベル
流暢レベル

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

About AINEO :
AINEO's main product is CIRCLE Cloud Communications, which is a widely used cloud-based business telecom and communications service. CIRCLE allows hassle-free communications from any device (mobile, PC, tablet, laptop) and helps growing businesses to stay within reach despite the high mobility required in the job or the geographical difference between the users.

Our technology covers different aspects, including networking, cloud, machine-to-machine (M2M), security, professional services, and mobility solutions. CIRCLE is cloud-based VoIP (telephone), chat, video, collaboration, and much more.

JOB OVERVIEW
TRIBE Support Engineer manages the operation our CIRCLE Cloud Communcations SaaS/UCaaS service. This position will be working as part of a team to resolve issues in our partner clients systems. AINEO has more than 500 clients nation-wide who need their CIRCLE system runs perfectly at all times.

In short, AINEO is looking for a bright, quick, and flexible person with some technical acumen that to join our team in Tokyo.

Job Responsibilities:

- Perform support and troubleshooting of CIRCLE system escalated from the Partner Service Representative team
- Conduct a thorough system investigation via servier login or remote access to the client's system when necessary
- Escalate unresolved issues to L3 Support Engineers according to internal procedures and guidelines
- Partially involved in new deployment projects, to provide insights to ensure that the system will run smoothly

Additional Information:

- You will be joining a team of 4 people from a diverse backgrounds and nationalities
- On-the-job training will be provided upon joining, where you will shadow a mentor to learn and put it into practice
- Personal growth is nurtured and encouraged in AINEO, our flexible internal mobility allows you to explore your passion and interest and pursue it within the organization

スキル・資格

Must Have Qualification

- Bachelor’s degree (B.A.) from four-year college or university
  ◆ Fresh graduates from Telecommunication Network and Engineerng, Computer Science, Information Technology, or related technical fields are welcomed to apply
- Minimum 2 years of experience in the technical support role at Telecommunication or other related Industries
- Good understanding of networks and cloud telephony
- Experience/knowledge in system administration (Linux, Windows, Active directory)
- Fluent level Japanese to communicate internally as well as with the clients

Good To Have Technical skills

- Technical experience with Ms. Teams

会社説明