

MichaelPage

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## Bilingual Support Engineer+ Voice VoIP (-10M)- Global Firm

## Bilingual Support Engineer+ VoIP

## 募集職種

## 人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

## 求人ID

1535017

## 業種

銀行・信託銀行・信用金庫

## 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

750万円 ~ 1000万円

## 更新日

2025年05月08日 00:00

## 応募必要条件

## 職務経験

1年以上

## キャリアレベル

中途経験者レベル

## 英語レベル

日常会話レベル

## 日本語レベル

ビジネス会話レベル

## 最終学歴

短大卒：準学士号

## 現在のビザ

日本での就労許可は必要ありません

## 募集要項

Give operational support + Voice (VoIP) to a Global Financial Firm (Trading floor)

You will be involved in Trader Voice, Enterprise Voice, and Voice Recording systems as well as Infrastructure operational support.

## Client Details

A financial services firm headquartered in Tokyo, this company focuses on connecting global talent with opportunities in Japan's dynamic financial sector.

## Description

- You will be responsible for the support of the Voice Infrastructure to support
- Carry out the functions of the Tier 1 Service Desk with adherence to ITIL 2011 based processes and within the timeframes associated with IPC's SLA agreement. Provide local first point of contact for incident management and service requests. Coordinate handoff to other onsite engineers to provide a continuous global follow-the-sun service.
- Ticket lifecycle support (Incidents, Changes, Service Requests)
- Technologies in scope:
  - a. IPC Technologies:
  - b.Voice recording - follow processes to route tickets to VR support group
  - c.Cisco CUCM dialtone - follow processes to route tickets to PBX support group
  - d. SBC for untrusted SIP trunks - follow processes to route tickets to SBC support group
  - e.LAN/WAN networking - follow processes to route tickets to network support group.

#### Job Offer

-Flexible environment to improve your career

-Traning Allowance

-20 Days Annual Leave

-Global members

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Samantha Galeana on +813 6832 8971.

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#### スキル・資格

- Business skills in both Japanese and English
- Experience with IT Infrastructure technologies and VoIP Telephony technologies.
- Experience working with ITSM system
- High energy and motivated individual
- Experience supporting global customers, working with a wide array of individuals from ends users to customer's business executives. Must demonstrate interpersonal skills necessary to work within a team environment and communicate effectively across a variety of geographically dispersed resources.
- NO VISA SUPPORT

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#### 会社説明

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