



Senior Voice Engineer /音声基盤エンジニア

global insurance leader, different locat

募集職種

人材紹介会社

スキルハウス・スタッフィング・ソリューションズ 株式会社

求人ID

1579983

業種

生命保険・損害保険

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 900万円

勤務時間

9:00 - 18:00 (Mon-Fri)

休日・休暇

Saturday, Sunday, and National Holidays, etc

更新日

2026年03月26日 04:00

応募必要条件

職務経験

3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

A global enterprise and technology-driven insurance organization is seeking a **Voice Engineer** to support and enhance business-critical communication platforms within its Japan operations.

The Voice Engineer is responsible for maintaining the stability, performance, and continuous improvement of enterprise voice and unified communications services. The position combines operational ownership, configuration management, incident response, and solution optimization across voice, collaboration, and multimedia environments. This is a hybrid infrastructure role requiring both hands-on technical capability and structured IT service discipline.

Responsibilities:

- Ensure stable operation and availability of enterprise voice services and related systems
- Monitor system health, reliability, and service performance
- Maintain operational integrity of communication infrastructure
- Execute configuration changes, upgrades, and system optimizations
- Participate in improvement initiatives and operational enhancements
- Support lifecycle management of voice technologies
- Contribute to design, setup, and configuration of new systems and services
- Support implementation of communication and collaboration solutions
- Assist with introduction of next-generation technologies
- Perform hands-on incident response and problem analysis
- Restore services within SLA targets and operational priorities
- Operate under ITIL-based service management practices
- Provide night/weekend support when required for incidents or critical work
- Collaboration & Stakeholder Coordination
- Implement security controls and operational best practices

Why should you apply:

- Opportunity to work with global teams and great Work-Life-Balance
- Great team dynamics and learning opportunity
- Opportunities to work with World's leading insurance company (fortune 500 company)

Company Details:

A US based world's leading insurance providers, offering a broad range of life, health, and retirement solutions to individuals, families, and businesses. The company is heavily invested in digital transformation, utilizing advanced technologies like cloud computing, data analytics, AI, and cybersecurity to enhance customer experience and streamline operations. As part of its values, it has a strong focus on creating a diverse environment, and in particular on the appointment of women in high-level position.

スキル・資格**Required Skills:**

- Minimum 5 years of IT infrastructure or operations experience
- Experience supporting voice systems, networking, servers, or cloud environments
- Hands-on experience with incidents, troubleshooting, and configuration changes
- Solid understanding of networking fundamentals (TCP/IP, VoIP, SIP)
- Ability to work within structured IT service environments (ITIL-aligned)
- Comfort supporting business-critical systems and users
- ITIL certification desirable
- CCNA / CCNP or equivalent networking certifications considered a plus
- Microsoft-related certifications advantageous

会社説明