



## Voice Operations / Support Engineer | Nagasaki &amp; Tokyo

## Global Insurance Company

## 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

## 採用企業名

Global Insurance Company

## 求人ID

1581556

## 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 多数

## 雇用形態

正社員

## 勤務地

長崎県

## 給与

500万円 ~ 650万円

## 勤務時間

9:00 - 17:30 (Mon-Fri)

## 休日・休暇

Saturday, Sunday, and National Holidays, Year-end and New Year

## 更新日

2026年03月20日 02:00

## 応募必要条件

## 職務経験

3年以上

## キャリアレベル

新卒・未経験者レベル

## 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

## Role Overview

**Role Overview**

- Support and operate enterprise Voice / VoIP platforms (SIP, telephony systems)
- Ownership-focused role ensuring stability and reliability of business-critical communication services
- Work within a global infrastructure environment at a Fortune 500 organization
- Hybrid work style (3 days office / 2 days remote)
- Location: Nagasaki – Global Technology Center
- Total annual package: up to 6.5M JPY (including bonus)<sup>4</sup>

**Duties & Responsibilities****Voice Platform Operations**

- Support daily operations of enterprise voice and telephony platforms
- Monitor system health, availability, and service stability
- Perform maintenance to ensure reliable delivery of business-critical voice services

**Incident Response & Troubleshooting**

- Handle incidents and restore services when issues occur
- Diagnose technical problems and identify root causes
- Recommend preventive improvements to reduce recurring incidents

**Operations & Service Management**

- Maintain operational procedures and technical documentation
- Contribute to knowledge sharing and operational standardization
- Work within structured IT service management processes (ITIL-aligned, training supported)

**Service Continuity & Collaboration**

- Support disaster recovery planning and service continuity activities
- Collaborate with infrastructure teams on communication and collaboration technologies
- Provide support during critical incidents, including occasional off-hours activities

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**スキル・資格****Required Technical Skills**

- Minimum 5 years of overall professional experience
- Strong background in technical support, operations, or user support
- Experience with incident response and troubleshooting environments
- Problem-solving capability and analytical thinking
- Understanding of IT infrastructure or end-user support environments
- Ability to work within structured operational processes

**Advantageous Experience**

- Experience supporting voice, telephony, or communication systems
- Exposure to enterprise IT environments or shared services
- Familiarity with ITIL or service management practices
- Experience coordinating with business users or departments
- Basic understanding of corporate IT tools and systems

**Languages**

Japanese level: High Intermediate

English level: Advanced

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**会社説明**