

L2 Support Network Engineer

募集職種

人材紹介会社
株式会社ネックサス

求人ID
1592899

業種
ITコンサルティング

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 ~ 800万円

更新日
2026年11月03日 17:00

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
日常会話レベル

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

Required:

1. Basic Telecom, MS Office, ATT Products, Networks Fundamentals, Network Design Level 1 and 2

2. Excellent written and verbal skills in Japanese and English

3. Technical Support serving as escalation resource to resolve complex issues with the following products; Enterprise Mobility Management (EMM) Content Delivery Network (CDN) and IoT SmartCities. Works directly with customers to resolve trouble tickets escalated from Tier 2. Escalates issues to Tier 4 vendors as appropriate. Ensure customer satisfaction through timely resolution of escalated issues. Internet Protocols (HTTP, DNS, TCP/IP, ICMP), Internet Components (routers, proxies, gateways, servers), Technical Support, Customer Facing, Troubleshooting Skills

4. Should have strong networking service assurance background

Desired:

1. May monitor and train junior engineers and act as subject matter experts for customer and AT&T organizations

2. Determine feasibility of technical solutions. Assist in root cause determination of network and related problems

3. Should have knowledge of Lan protocols like STP, RSTP, DTP, VTP, HSRP, VRRP etc

4. Should have knowledge of WAN protocols like EIGRP, OSPF and BGP. Should have good and working knowledge of MPLS

5. Should have knowledge of Wireless, including Controllers based Access Points

会社説明