SSP Care Engineer

募集職種

人材紹介会社
リーチェクスト株式会社

求人ID
1598897

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)

雇用形態
正社員

勤務地
神奈川県

給与
経験考慮の上、応相談

更新日
2026年11月13日 17:00

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

Roles & Responsibilities:

- Assist in Log collection & Analysis, health checks and support troubleshooting sessions between Customer & Global Care
- Support RCA preparation, MOP/Troubleshooting Plan of Action under senior guidance
- Reproduction of issues in customer Lab to collect additional logs for analysis
- Support CR Implementation approval process by assisting in LNI Process
- Participate in Technical Sync with Local Japan L2 team (via RDC under guidance)
- Communication support for Access (chat group between Remote Engr and Local Engr)
- Assist in Communication with CCTL in access approval workflow
- Support Japanese Translation of MOP & RCA
- Post validation of Logs and System after change implementation
- SF ticket creation and follow-up with 3LS till closure

スキル・資格

- 1–3 years with minimum 1 year in Subscriber & Signalling domain
- Good communication skills – Team collaboration – Analytical skills – Presentation skills
- Mandatory Language Skill: Intermediate Bilingual Japanese and English
- Should have basic knowledge of 4G and 5G call flows
- Candidate should have foundational understanding of Subscriber & Signalling domain
- Should have awareness of Cloud environment and how S&S solution/Nodes are deployed on cloud
- Candidate should have some exposure to maintaining and troubleshooting Subscriber and Signalling nodes, log analysis under guidance
- Should be able to perform RCA and share Reports within the agreed SLA with supervision
- Perform basic health checks and troubleshooting from logs captured and provide solutions within SLA
- Basic understanding of issues related to Node Reachability, FM/PM and other KPIs
- Awareness of troubleshooting tools like Wireshark etc.
- Basic working knowledge of Linux, VMWare, Dockers & Containers, OpenStack, OpenShift
- Basic awareness of S&S Nodes like AAA, One NDS, SDL (Shared Data Layer), Registers (HLR/HSS, UDM/AUSF), One-EIR, SCP, CSD, STP, U-DRA, NPC, EIR etc.

会社説明