IT Support Specialist (IP Telephony & Cloud PBX)

JP residents only | ITmajor fresh grads OK

募集職種

採用企業名
アイネオ株式会社

求人ID
1599998

業種
人材派遣・アウトソーシング

会社の種類
中小企業 (従業員300名以下) - 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
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月13日 11:00

応募必要条件

職務経験
1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 (英語使用比率: 75%程度)

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

We are seeking a skilled and proactive IT Support Specialist with strong experience in IP telephony systems, Cloud PBX platforms, and network troubleshooting. The ideal candidate will be responsible for deploying, maintaining, and supporting voice and data communication systems, diagnosing technical issues, and ensuring reliable operation of telephony and IT infrastructure. Experience with Asterisk, SIP technologies, VMware virtualization, and network installations is essential. Knowledge of PHP and Python development is an advantage.

Key Responsibilities

- Install, configure, maintain, and troubleshoot IP telephony and Cloud PBX solutions.

- Manage and support Asterisk-based VoIP systems and related telephony applications.
- Configure and troubleshoot SIP trunks, SIP gateways, IP phones, and VoIP services.
- Perform SIP signaling analysis and call-flow troubleshooting using industry-standard diagnostic tools.
- Install, configure, and maintain network infrastructure including switches, routers, firewalls, and structured cabling.
- Diagnose and resolve voice quality issues such as latency, jitter, packet loss, and call routing problems.
- Deploy and manage VMware virtualized environments supporting telephony and IT services.
- Monitor system performance, identify bottlenecks, and implement corrective actions.
- Provide technical support to users and customers through remote and onsite assistance.
- Maintain documentation for system configurations, network diagrams, and troubleshooting procedures.
- Collaborate with vendors and service providers to resolve service-related issues.
- Participate in system upgrades, migrations, and disaster recovery planning.

スキル・資格

Required Skills & Qualifications

- Bachelor's degree or diploma in Information Technology, Computer Science, Telecommunications, or a related field.
- Proven experience in IT support, VoIP, or telecommunications environments.
- Strong knowledge of:
  - IP Telephony systems
  - Cloud PBX platforms
  - Asterisk PBX
  - SIP protocol and SIP trunking
  - SIP gateways and IP phones
  - VMware virtualization
  - TCP/IP networking
  - Routing, switching, VLANs, and firewall concepts
- Experience using SIP troubleshooting and packet analysis tools such as:
  - Wireshark
  - SIPp
  - sngrep
  - tcpdump
- Ability to install, configure, and troubleshoot network and telephony infrastructure.
- Strong analytical and problem-solving skills.
- Excellent communication and customer support abilities.

Preferred Qualifications

- Experience with Linux server administration.
- Knowledge of cloud-based communication platforms and hosted VoIP services.
- Basic scripting or development skills in:
  - PHP
  - Python
- Familiarity with automation, API integrations, and telephony application development.
- Relevant certifications such as VMware, Cisco, Linux, or VoIP-related certifications are a plus.

Desired Attributes

- Self-motivated and capable of working independently.
- Strong attention to detail and documentation.
- Ability to manage multiple priorities in a fast-paced environment.
- Team-oriented with excellent troubleshooting and customer service skills.

Bonus Skills: Experience in PHP and Python programming for automation, reporting, API integration, and custom telephony applications will be considered a strong advantage.

会社説明