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Bilingual Network Support Engineer (Japanese & English)

Enterprise Networking, Pharmaceuticals

募集職種

採用企業名
エイラシステム株式会社

求人ID
1611227

業種
医薬品

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
契約

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02日 07:00

応募必要条件

職務経験
1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

We are looking for a Network Support Engineer to provide on-site network support for our client, a leading global pharmaceutical company with a well-established presence in Japan.

Working in a large international IT environment, you'll provide hands-on support for network and connectivity issues while contributing to local infrastructure projects and collaborating with regional and global network teams.

This is an excellent opportunity to build practical enterprise networking experience, gain exposure to a broad range of technologies, and develop your skills within an international infrastructure environment.

Key Responsibilities

- Provide first-level (L1) troubleshooting across LAN, WAN, WLAN/Wi-Fi, VLAN, VPN, firewalls, proxies, Network Access Control, remote access, and related network infrastructure.
- Provide hands-on, on-site support for network incidents, connectivity issues, and hardware troubleshooting.
- Perform wired and wireless connectivity testing.
- Support network infrastructure projects, including new hardware deployments and site-related activities.
- Act as the local point of contact for the regional L2 Network team, supporting remote troubleshooting when equipment cannot be accessed remotely.
- Provide on-site support and coordination for vendors and external technicians.

スキル・資格

What We're Looking For

- Strong communication skills with proficiency using both Japanese (fluent/native) and English (Intermediate)
- 1–3 years of experience in network, infrastructure, or related IT support.
- Good overall knowledge of WAN, LAN, WLAN, Internet Proxy, VPN and Firewalls
- Experience with enterprise-class Cisco and Juniper networking technologies is a plus
- Knowledge of ITIL processes and methodologies to deliver high quality support to meet customer needs.
- CCNA or CCNP certification or equivalent knowledge and experience.
- Accountable and highly results oriented with a sense of urgency, and ability to plan and organize work.

Why Join?

This is a great opportunity for an early-career engineer to build practical enterprise networking experience, gain exposure to a broad range of technologies, and work alongside experienced network specialists in an international environment.

※ Applicants must be residing in Japan with the apprpriate permissions to work.

会社説明