

Job Detail

Executive Level

Position Title	Senior Voice Engineer
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-05-10 / 2024-05-10
Job Type	IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Database SE Building/Construction/Equipment/Real Estate - Engineer (Building/Construction/Equipment)
Industry	
Location	Asia Japan Nagasaki
Job Description	<p>Communicate closely with business units regarding Voice infrastructure and define requirements.</p> <p>Design configurations and create blueprints for Voice infrastructure.</p> <p>Perform advanced testing and upgrades of Voice devices.</p> <p>Establish and update local standards and best practices in technical areas.</p> <p>Provide leadership on the Voice engineering team.</p> <p>Communicate with vendors and control them appropriately.</p> <p>Communicate directly with vendors, peers, business partners, application developers, and management as needed.</p> <p>Response for researching and identifying the vendors offering quality products and services. Also able to negotiate product pricing and finalize the right deal.</p> <p>Plan and implement a wide range of solutions to problems or regulatory changes.</p> <p>Represent the team in major collaborative efforts for key IT and company initiatives.</p> <p>Perform advanced and detailed analysis on a variety of events or problems.</p> <p>Prepare project plans and other related documents and procedures related to Voice infrastructure for projects in which he/she participates.</p> <p>Serve as project leader or project representative for each phase of the project in which he/she participates.</p> <p>Proactively identify technical and procedural concerns and avoid gaps and problems in participating projects.</p> <p>Release and modify new solutions and tools, including compatibility testing and documentation of procedures and issues.</p> <p>Prepare proposals with financial impacts for hardware and software.</p>
Company Info	<p>Our Client has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe, and the Middle East. We are ranked #43 on the Fortune 500 list for 2018. With over 150 years of experience, the companies offer life, accident and health insurance, retirement, and savings products through agents, third-party distributors such as banks and brokers, and direct marketing channels. Our name is recognized and trusted by approximately 100 million customers worldwide and we serve more than 90 of the top 100 FORTUNE 500 companies in the United States.</p>
Qualifications	<p>4-8 years' experience in all phases of design, installation, and maintenance in voice technology.</p> <p>Extensive general knowledge of networking, security, and storage.</p> <p>Extensive technical knowledge of hardware, software, design, topology, and protocols related to voice infrastructure and applications.</p> <p>UC Solution</p> <p>Call center Solution (e.g. Avaya, NICE, Cisco UCCE or other CCaaS solution)</p> <p>Call Center applications such as Customer feedback survey, Visual IVR, Callback, WFM, Omni-Channel etc.</p> <p>Carrier voice circuits - BRI, PRI, SIP trunking and SBC</p> <p>Bachelor's degree equivalent work experience in an IT related field.</p> <p>Willingness and ability to solve complex problems.</p> <p>Attention to detail, accuracy and high quality.</p> <p>Ability to communicate effectively within the infrastructure team and with external stakeholders.</p> <p>Excellent interpersonal and presentation skills; able to effectively communicate concepts to business and technology stakeholders and senior management.</p> <p>Highly motivated to learn new technologies and evaluate their application at</p>

	<p>MetLife. Clean, organized, and able to work independently with minimal direction. Able to work on multiple large, complex projects simultaneously as a facilitator or team member within a team. Excellent written and oral communication skills in English and Japanese Hold an active certification such as: ITIL Foundation LPIC-2 AWS Certified Solutions Architect Associate Microsoft Certified Azure Administrator Associate Cisco Certified Network Associate (CCNA) Data Center Cisco Certified Network Professional (CCNP) Routing and Switching Cisco Certified Network Professional (CCNP) Voice</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 7000K - JPY 8000K