



About Nippon Recruitment

Nippon Recruitment specialises in international recruitment worldwide, with a focus on Japanese employers. On behalf of our customer, an information services provider, we are looking for a

Network Engineer, Zaventem (950) Fluency in English, Telecommunication Services

Company information

Our customer provides global ICT solution services including cloud computing, data center, IT consulting, IT outsourcing, network, security, system integration and voice services. HQ is located in Tokyo, Japan. They have more than 100 offices in 62 cities worldwide.

Job description:

- Visiting customers
- Handling a variety of customer fault calls
- Contact and co-ordinate 3rd party suppliers or internal resources to help achieve trouble resolution
- Notifying the LM or PM of any issues which require escalation including but not limited to customer complaints, customer requirements and new business opportunities.
- Producing ad-hoc reports regarding customer issues
- Attending customer meetings for projects or maintenance contract work
- Maintaining relevant customer maintenance documentation
- Work on site at customer premises as an integral part of their team
- Travelling throughout Europe for business purposes as and when required
- Providing technical support, create designs and proposals for customers

Job requirements:

- Experienced with network design and configuration of equipment
- Obtain valid work permit to work in Belgium (No visa sponsorship available)
- Knowledge and proficiency in maintenance and installation of network infrastructure
- Good knowledge and experience with Layer
- Ability to create high standard technical documentation
- Proven customer service and facing experience, at all customer levels
- Flexible approach, able to work outside of normal working hours when requested
- Strong time management/multi-tasking, communication & organizational skills
- CCNP certifications, ideally in Switching & Routing, will be preferred

Background Information

This position is an integral and important part of our customers' business. The ability to provide and maintain their products and services means that there is a large dependency on this role. The ability and willingness to travel freely overseas is essential, just like significant experience in designing and troubleshooting Cisco and other manufacture's LAN, WAN Networks.

Are you looking for the next step in your career? Please send your CV to Ikuko Nakaishi (application@nipponrecruitment.com).