



PR/158665 | IT Help Desk\_Customer Service

#### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1540879

**Industry**

Business Consulting

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

May 20th, 2025 12:35

#### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

#### Job Description

**Company Background :**

- New set up IT outsourcing company (focus on online gaming client)
- Working hours: 11am - 8pm (2 days off per week)

**Job Responsibilities :**

- Provide excellent and timely customer service.
- Understand and meet customers' needs effectively.
- Handle customer inquiries and feedback with care.

- Ensure prompt fulfillment of customer requirements.
- Maintain accurate system data and records.
- Assist in testing and troubleshooting.
- Offer product-related information and support bidding processes.
- Identify opportunities to improve processes and enhance customer experience.
- Resolve IT issues and address customer complaints.
- Meet service performance targets and comply with guidelines.
- Support team members during staff shortages in customer service.

**Job Requirements:**

- Diploma or Degree in any field.
- Previous experience in customer service or technical support, preferably in IT industry.
- Fluency in Mandarin and English preferred as required to interact with Taiwan and China customers.
- Availability to work on weekends and public holidays.
- Fresh graduates are encouraged to apply.

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**Company Description**