



## PR/117429 | Regional Technical Support Manager / Specialist

### Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1544011

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

June 10th, 2025 10:44

### 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

**Position:** Regional Technical Support Manager or Specialist

**Salary:** 80,000 – 100,000 THB / month

**Location:** Banbueng, Chonburi

**Working Day:** Monday to Friday

#### Responsibilities:

- Become an expert in company's hardware and software, understanding their interaction with equipment.
- Collaborate with internal Technology Support Teams and distributors to facilitate smooth technology product installation and usage.
- Provide technical support to distributors, including on-site assistance, for installation, operation, and troubleshooting.
- Conduct online and on-site training for customers on Company technology products.
- Gather and relay user feedback, suggestions, and concerns about Company technology products.
- Regularly report to the Customer Experience Manager – APAC on technology service matters.

## Qualifications:

- Experience:
    - Minimum 4 years of technical experience for Diploma holders, or 2 years of technical experience for Engineering degree holders.
    - Familiarity with software systems, basic computer science concepts (e.g., Google Sheets/Docs, Microsoft Windows, Remote Connection Tools).
    - Preferably experienced with cashless payment systems.
    - Familiarity with Zendesk or other ticketing systems.
    - Demonstrated experience with various software systems.
  - Education:
    - Diploma or Engineering degree in Information Technology, Computer Science, or a related technical field.
  - Skills & Abilities:
    - Strong service mind and customer service skills; able to understand and assist with customer problems.
    - Excellent independent work ethic and workload management skills.
    - Strong English communication skills (both written and verbal); knowledge of other languages is a plus.
    - Ability to quickly learn new software and technical concepts.
    - Ability to communicate effectively and build strong working relationships.
    - Must be able to travel extensively (up to 60%+ of the time).
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## Company Description