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Singapore



PR/095453 | Technical Support Engineer

Job Information

Recruiter[JAC Recruitment Singapore](#)**Job ID**

1544881

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

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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

We are seeking a skilled and proactive Technical Support Specialist to join our team. This role combines technical support and pre-sales consultation, ensuring our customers receive timely and effective assistance with our products and services. The ideal candidate will have strong problem-solving skills, technical expertise, and a customer-centric mindset.

Key Responsibilities

- Provide pre-sales support and consultation, addressing customer inquiries and support requests promptly and accurately.
- Diagnose and troubleshoot software and hardware issues, applying effective solutions to resolve technical problems.
- Offer technical assistance related to computer systems, software, and hardware.
- Develop and maintain technical documentation and manuals to support internal teams and end-users.
- Assist with new product certifications and renewals.

- Support the company's Warranty Entitlement and Claim system.

Requirements

- Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field.
- 3–5 years of hands-on experience in technical support or a similar role.
- Proficiency in Microsoft Office applications.
- Strong analytical and problem-solving skills.
- Solid understanding of hardware, software, and networking diagnostics.

Aloysius Loh
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Company Description