



## PR/158962 | Field Service Engineer

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1548307

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

September 17th, 2025 05:00

### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

None

**Minimum Japanese Level**

None

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### Company Overview and Job Overview

A leading global multinational company specializing in fire, water, and storm damage restoration, mold remediation, reconstruction, and contents restoration is seeking a proactive and technically skilled Field Service and Application Engineer to join its pioneering team.

This role blends hands-on technical service with client-facing application support. You'll be responsible for conducting site assessments, providing expert guidance on restoration solutions, and ensuring smooth implementation and client satisfaction. Ideal for someone who enjoys being in the field, solving real-world problems, and building strong client relationships.

#### Key Responsibilities:

- Perform on-site evaluations to assess restoration needs and recommend appropriate technical solutions.
- Provide application support and technical consultation to clients, contractors, and insurance professionals.
- Assist in preparing technical proposals, documentation, and quotations.
- Support project execution by coordinating with internal teams and ensuring technical accuracy.
- Deliver post-installation support, troubleshooting, and training to clients.
- Maintain detailed records of service activities, client interactions, and project updates.
- Identify opportunities for process improvement and contribute to product/application enhancements.
- Travel to client sites and project locations as required.

**Key Requirements:**

- Bachelor's degree in Engineering, Environmental Science, or a related technical field.
- Minimum 3 years of experience in field service, technical support, or restoration services.
- Strong understanding of restoration technologies and processes.
- Excellent communication and interpersonal skills, with a client-focused mindset.
- Ability to work independently and manage multiple tasks in a fast-paced environment.
- Willingness to travel as needed.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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**Company Description**