



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

December 10th, 2025 07:00

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