



PR/117429 | Regional Technical Support Manager / Specialist

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1549263

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 17:12

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).

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