



PR/159344 | Technical Support Engineer for Japanese Speaker

Job Information

Recruiter
[JAC Recruitment Malaysia](#)
Job ID

1552461

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

July 22nd, 2025 10:22

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

A leading global group of companies that develop and manufacture automated software testing and measurement systems is looking for a Technical Support Engineer.

Job Description

- Creates and routes technical issues for all customers
- Handle inbound technical support requests (Phone, Email, Web).
- Dispatch out-of-TSR scope technical issues to the appropriate support group.
- Create and manage customer data records within our applications to ensure proper data integrity.
- Resolves technical issues for customers across all account tiers
- Resolves customers' single incidents during installation, implementation, and/or maintenance.
- Responsible for researching, replicating, performing customer's root cause analysis and providing solution to

customers within SLA time frame.

- Escalates complex technical issues internally to the appropriate support group while maintaining ownership of customer interaction.
- Builds customer proficiency for all account tiers through standard services
- Educates customers through formal training and technical support engagements.
- Guides customers through basic product startup, application troubleshooting, and/or maintenance of solutions.
- Captures and documents knowledge to enable self-service resolution.
- Learns and adopts Knowledge-Centered Service methodology.
- Enables customers to self-serve by creating and editing Knowledge based articles.

Requirements

- Business level Japanese speaking, writing, and reading (JLPT N3 and above)
- Pursuing a Bachelor's degree in an engineering or science-related field
- Alternatively, 1+ year of experience working in a Technical Support position.
- Proficiency in one or more programming languages is required. (LabVIEW experience preferred)

Benefits

Competitive salary relative to your skills and demonstrated ability to perform in the role.

2-3 Months of Technical Support Engineer functional onboarding & mentoring before supporting customers.

High quality communication tools and IT equipment.

Company and personal performance-based bonus.

An amazing team and a fun place to work.

4-1 Hybrid work mode and flexible working hours.

Support for dental and vision.

Travel and commute allowances.

Accessible and attractive modern offices with free parking.

Shower and gym facilities for those who like to work out.

Complimentary drinks and snacks.

Penang tariff monthly "Cafeteria" leisure expenses benefit.

Regular site and team events.

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.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description