



PR/117893 | Senior Technical Support

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1556809

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

September 2nd, 2025 10:57

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

Job Title: Senior Technical Support (Adhesive Resin)

Location: Bangkok, Thailand

Job Type: Full-time, Monday - Friday from 08:30 to 17:30

Responsibility:

1. Customer Technical Service

- Provide timely and effective technical assistance and troubleshooting support to customers.
- Promote products by delivering relevant technical data, presentations, and training.

- Establish and maintain strong, trust-based relationships with customers and other key stakeholders to facilitate information gathering and business growth.

2. Development Management

- Collect and analyze market trends, customer requirements, and feedback to identify development opportunities.
- Translate collected insights into clear product development targets, including specifications, timelines, and performance expectations.
- Collaborate closely with Sales, R&D, and other internal functions to drive new product development and enhancements aligned with market needs.

3. Internal Technical Support

- Serve as a technical assistance to the Sales team, providing product knowledge, material performance data, and application insights.

4. Sales Activity Support

- Participate in joint customer visits, discussions, and presentations to support Sales from a technical perspective.
- Help strengthen long-term customer relationships through consistent technical engagement and follow-up.
- Prepare technical documentation, reports, and proposals to support business discussions and customer evaluations.

Skills:

- Polymer Processing: Extrusion, blown film, multilayer structures film
- Polymer Chemistry: polymer science, polyolefins
- Technical Documentation: Reports, test summaries, customer visit report
- Analytical Testing: Basic polymer characterization, mechanical testing, quality control
- Data Analysis & Presentation: Basic data handling and reporting

Attributes:

- Analytical & Logical Thinking: Strong problem-solving skills with a structured approach
- Customer-Focused: Clear communicator, able to explain technical info effectively
- Polymer Expertise: Solid knowledge of polymer chemistry and application-specific needs
- Proactive Support: Provides timely follow-up and issue resolution for customers
- Team-Oriented: Cooperative and supportive in cross-functional environments
- Project management: Manage resource input to get output along the desired timeline

Qualification:

- Minimum bachelor's degree in Chemical Engineering, Polymer/Plastic Engineering, or Material Science
- **Minimum 3–5 years** of experience in the chemical, polymer, or plastics industry.
- Hands-on experience in **technical service or R&D**, particularly with chemicals or plastic products.
- Must possess a **valid driving license, own a vehicle**, and be willing to travel to upcountry customer sites (Bangkok, Rayong, Chonburi).
- Fluent in English (spoken and written). Third-language proficiency is a plus.

Benefits:

- Annual Leave: Start 6 days/year
- Business Leave: 15 days/year
- Public Holidays: 17 days/year
- Medical allowance
- Annual medical check-up
- Group insurance
- Provident fund
- Car Allowance (9,000 THB with actual oil/gas)
- Company Mobile phone

How to Apply: If you meet the qualifications and are excited about this opportunity, please submit your resume and a cover letter by click "APPLY". We look forward to hearing from you!

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