



PR/109912 | Technical Service Manager

Job Information

Recruiter

JAC Recruitment India

Job ID

1569658

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

December 23rd, 2025 10:25

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Roles and responsibilities:-

- Manage the technical interface with the Kaneka customer base and align action with relevant disciplines (incl. sales, manufacturing, research, demand chain).
- Thoroughly understand the technical needs of our customers and provide service in such a way that they will continue to successfully use Kaneka MS products.
- Build relationships at all relevant levels of the customer and Kaneka organization to facilitate short and long term customer technical support.
- Provide customer with existing or new products (internal trials, analyses, sampling, etc.)
- Together with customers, determine and implement corrective actions to maintain and/or re-establish product performance.
- Organize, investigate, and document and resolve customer technical complaints in a timely manner.

- Initiate, modify, manage, and monitor the implementation of new products and product rationalization in relevant segment, manage changes in portfolio and product specifications towards customers.
- Propose new products in agreement with General Manager, in order to satisfy market and customer needs.
- Collect, analyze, and identify opportunities/trends. Cover and benchmark competitor activities, perform technology scouting (new applications) in relevant segments.
- Keep technical agreement document between customers and Kaneka.

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Company Description