



PR/095532 | Technical Support Engineer

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1574796

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

January 27th, 2026 10:52

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview

A company in the IT services industry is hiring for a Japanese-speaking Technical Support Engineer position.

Job Description

- Review reported issues and communicate directly with customers to understand technical problems
- Investigate, troubleshoot, and resolve system issues using diagnostic tools such as logs and performance data
- Keep customers informed of issue status and solutions through clear and timely communication
- Handle multiple customer cases, escalating more complex issues when necessary and documenting technical findings

- Collaborate with cross-functional teams to resolve technical challenges across products and systems
- Participate in technical and non-technical training to strengthen product knowledge and support capabilities
- Provide feedback and insights to senior team members to support ongoing product and process improvement

Qualifications

- Strong Japanese language proficiency across listening, speaking, reading, and writing
- Customer-oriented mindset with a proactive and solution-focused approach
- Clear communication skills and the ability to explain technical issues effectively
- Ability to analyze problems logically and work through technical challenges in a structured manner

#LI-JACVN

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.vn/privacy-policy>

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

Company Description