



PR/096614 | Customer Support Specialist, SEA

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1577982

Industry

Medical Device

Job Type

Permanent Full-time

Location

Sweden

Salary

Negotiable, based on experience

Refreshed

April 13th, 2026 03:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview Our client is a global leader in simulation solutions, partnering with medical device companies and healthcare systems to improve training, enable device adoption and enhance patient outcomes. With offices worldwide and a strong presence in APAC, they deliver simulation platforms and services that support clinical education and procedural proficiency. They are seeking a Customer Support Specialist based in Singapore to support markets across SEA and ANZ.

Key Responsibilities:

- Provide primary support for SEA and ANZ. Coordinate regional support with APAC team and HQ in Europe.
- Deliver product demonstrations and presentations to prospective customers. Support business development by building customer confidence and following up on utilization and needs.
- Manage installation activities, conduct comprehensive and refresher trainings for customers, and ensure successful system handovers.

- Troubleshoot, manage support tickets, and perform repairs for simulation systems. Liaise with customers to diagnose issues and drive satisfactory resolutions.
- Represent the company at regional conferences, workshops and workshops; support regional marketing initiatives with HQ.
- Maintain CRM and support systems with accurate customer, installation and ticket information. Act as liaison between customers and internal project/product teams; collect and relay customer feedback to product teams.

Travel: Travel within the assigned region for customer support, conferences, and training as required.

Key Requirements:

- Familiarity with systems combining software and hardware electronics.
- Degree in Engineering, Computer Science, Medical or Biomedical Engineering preferred.
- Strong learner with excellent communication and customer support skills. Good prioritization and time-management abilities.
- Proficient in Microsoft Office.
- Experience in medical devices industry.

Language & Travel: Excellent English, written and spoken. Knowledge of Bahasa Indonesia, Vietnamese or Thai is a plus. Willingness to travel within SEA and occasionally to other locations.

Other: Ability to work independently in a hybrid arrangement; commitment to customer success and improving patient outcomes.

Apply online or contact me for further information. Only shortlisted candidates will be notified due to application volume; thank you for your understanding.

Adrian Leong
JAC Recruitment Pte Ltd
EA Personnel: R26160017

#LI-JACSG
#countrysingapore

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Company Description