



PR/119717 | Solutions Consultant (Japanese Speaking / IT Solutions / Aviation)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1599010

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 10:49

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location: Bangkok

Role Overview

This role serves as the primary technical interface between Japanese customers and internal teams, supporting the deployment and ongoing performance of digital solutions focused on airline crew planning. You will combine implementation, support, and customer engagement, ensuring smooth adoption and continuous improvement of the system.

Key Responsibilities**1. Implementation & Deployment**

- Lead end-to-end deployment of digital solutions (data scoping, configuration, workflow setup)
- Manage customer stakeholders during implementation phase
- Support User Acceptance Testing (UAT) and resolve technical issues

- Deliver user training and ensure smooth transition to live operations

2. Customer Support & Issue Resolution

- Provide post-go-live technical support and troubleshoot complex issues
- Manage support tickets, backlog, and regular follow-ups with customers
- Collaborate with internal teams (L1/L2/L3) to resolve escalations
- Conduct system health checks and propose improvement plans

3. Customer Engagement & Feedback

- Act as a bridge between customers and product/technical teams
- Collect and consolidate customer feedback, pain points, and enhancement needs
Support prioritization of product improvements at regional level

4. Continuous Improvement

- Identify process gaps and drive efficiency improvements
- Contribute to documentation, knowledge base, and training materials
- Support cross-functional initiatives (e.g., demos, internal enablement)

Requirements

- Minimum 4 years' experience in airline crew planning or related operational domain
- Fluent in Japanese and English (mandatory)
- Proven experience in customer-facing technical support or solution delivery
- Knowledge of aviation operations (crew planning, flight ops, maintenance)
- Strong problem-solving and analytical skills
- Ability to handle multiple tasks and prioritize effectively
- Basic awareness of aviation regulations
- Experience with data, analytics, or digital platforms

Technical & Domain Skills

- Hands-on experience in troubleshooting applications/systems
- Understanding of system workflows, configurations, and data handling
- Familiarity with ticketing or project management tools
- Exposure to SaaS environments is preferred

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Company Description