



PR/119825 | Technical Customer Support Engineer

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1599067

Industry

Railway, Airline, Other Transport

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 10:50

General Requirements

Minimum Experience Level

Over 1 year

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

Position Overview

This role manages end-to-end repair projects for aircraft landing gear as standalone mini projects. The position focuses on coordinating with internal teams and international customers (mainly UK/Asia) to ensure timely delivery, technical reporting, and customer satisfaction. Strong communication in English and stakeholder management is critical.

Key Responsibilities

- Manage repair orders from receipt to delivery (end-to-end process ownership)
- Coordinate with production, supply chain, and stakeholders to meet deadlines
- Provide regular technical updates and risk reporting to customers
- Advise customers on technical solutions (A320 / B737 landing gear)
- Prepare action plans and ensure project milestones are achieved
- Validate invoices and ensure margin targets are met
- Support parts availability, sourcing, and inventory coordination
- Handle rejected parts follow-up and supplier coordination
- Conduct performance reviews with internal teams and customers (travel required in Asia)

Qualifications

- Fluent English (spoken & written) – must (reporting to UK)
- Experience in Airline / MRO / Aerospace (preferred)
- Strong communication, customer management, and negotiation skills
- Analytical mindset with problem-solving skills
- Familiar with technical documents (CMM, SB, AD) and ERP systems (preferred)
- Willingness to travel for customer visits

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Company Description