



PR/160684 | Customer Solutions Engineer (Materials Science)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1599375

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

August 21st, 2026 00:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A global leader in advanced materials solutions, partnering with high-technology industries to deliver innovative products for next-generation applications, is seeking a driven and customer-focused Applications Engineer. In this role, you will act as a strategic technical partner to both customers and internal teams, supporting product development, qualification, and cost optimization initiatives while resolving technical challenges and conducting failure analysis. You will play a key role in translating customer requirements into actionable engineering solutions, ensuring high-quality outcomes and building strong, long-term relationships. As a vital link between customers, sales, engineering, and operations, you will help bring the voice of the customer into the organization while contributing to business growth and continuous innovation.

Key Responsibilities

- Collaborate directly with customers and cross-functional teams (product management, R&D, and market leaders) to identify needs and develop tailored product and process solutions, including defining critical-to-quality (CTQ) attributes.
- Build and maintain strong relationships with key customer stakeholders and industry contacts through proactive engagement and frequent on-site support.

- Provide hands-on engineering support to diagnose and resolve design challenges, identify optimization opportunities, and improve product performance.
- Contribute to market insights, product strategy, and roadmap development, supporting execution of strategic initiatives.
- Serve as the technical interface between customers and internal teams, ensuring accurate communication of requirements for engineering, manufacturing, and quality.
- Manage and monitor technical quality issues, coordinating with internal quality teams to implement corrective actions through to resolution.
- Represent the organization at customer sites, industry events, and trade shows to strengthen brand presence and technical credibility.
- Handle multiple projects simultaneously while maintaining high attention to detail and meeting deadlines.

Key Requirements

- Bachelor's degree in Materials Engineering, Metallurgy, or a related technical discipline.
- Minimum 5 years of experience in a customer-facing technical role, ideally supporting sales and driving revenue growth.
- Demonstrated ability to collaborate with commercial teams to identify opportunities, expand accounts, and achieve business targets.
- Strong technical knowledge of materials science and manufacturing processes; experience in PVD and CVD technologies is highly desirable.
- Prior exposure to the semiconductor industry is an advantage.
- Solid background in materials engineering/metallurgy with strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills, with the ability to engage effectively at all levels internally and externally.
- Proactive, outgoing, and relationship-driven personality with a passion for customer engagement.
- Ability to work cross-functionally across engineering, sales, operations, and quality teams in a global environment.
- Willingness to travel extensively (approximately 50–75%) to support customer needs.
- Self-motivated, detail-oriented, and capable of managing multiple priorities in a fast-paced environment.
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Company Description