

PR/120482 | Technical Service (Staff / Supervisor)

Job Information

Recruiter
JAC Recruitment Thailand

Job ID
1614492

Industry
Chemical, Raw Materials

Job Type
Permanent Full-time

Location
Thailand

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 12:00

General Requirements

Minimum Experience Level
Over 3 years

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

Provide engineering expertise and technical solutions to domestic and international customers by addressing technical queries, resolving molding and processing challenges, and enhancing molding parameters and production facilities to satisfy customer expectations.

The role also supports business growth by identifying potential opportunities and contributing to new product and application development in collaboration with Sales, Technical, R2B, QC, Production, and other cross-functional teams.

Job DescriptionA. Technical Customer Support

- Deliver technical assistance to customers via site visits, phone calls, emails, and online meetings, including support for international clients.
- Investigate and resolve issues related to product applications, molding operations, machinery, equipment, and manufacturing conditions.

- Conduct on-site assessments, perform product and process trials, and provide appropriate technical guidance.
- Gather and evaluate technical data such as product specifications, processing parameters, molding settings, machine configurations, and testing outcomes.
- Prepare comprehensive technical documentation, including Technical Reports, Visit Reports, Trial Reports, and Problem-Solving Reports, outlining findings, root causes, corrective measures, and outcomes.
- Monitor post-support activities to verify solution effectiveness and maintain customer satisfaction.
- Liaise with Technical, QC, R2B, Production, and related teams to address complex technical concerns raised by customers.

B. Molding & Process Improvement

- Enhance molding processes by adjusting operating conditions in alignment with product specifications, customer requirements, equipment capabilities, and production constraints.
- Recommend suitable machine parameters, facility requirements, equipment configurations, and processing conditions to achieve target product quality.
- Evaluate and improve manufacturing processes to minimize defects, material loss, cycle times, and overall production expenses.
- Execute trials and assess alternative processing methods to determine optimum operating conditions.
- Assist customers with product validation activities, machine tests, pilot runs, and evaluations of new products.
- Develop and maintain technical records and knowledge databases covering molding parameters, troubleshooting cases, corrective actions, and best practices.

C. Business Development & Product Innovation

- Explore and generate new business opportunities through customer feedback, technical challenges, industry trends, and emerging applications.
- Assess customer needs and convert them into potential product concepts, application opportunities, or business initiatives.
- Contribute to the development of new products and applications in partnership with R2B, Technical, QC, and other stakeholders.
- Coordinate sample preparation, product testing, trial activities, evaluations, and technical approvals with customers.
- Support projects from concept generation through testing, validation, and market introduction.
- Provide technical expertise to Sales during presentations, proposal development, and commercial discussions.
- Keep track of market developments, customer demands, competitive activities, and technological advancements to identify growth opportunities.

D. Customer & Cross-Functional Coordination

- Serve as the primary technical liaison between customers and the company.
- Partner with the Sales team to provide accurate technical insights for customer proposals and business expansion activities.
- Work closely with R2B on application development, product innovation, and commercialization initiatives.
- Coordinate with Technical, Production, QC, and related departments to resolve quality concerns and process-related issues.
- Track and communicate progress on customer issues, technical trials, improvement programs, and business development activities to management.
- Foster long-term customer relationships by delivering professional, timely, and solution-oriented technical support.

Qualifications

- Bachelor's degree in Polymer Engineering, Plastics Engineering, Chemical Engineering, Mechanical Engineering, Industrial Engineering, or a related field.
- Fresh graduates are welcome to apply. Candidates with experience in Technical Service, Technical Sales, Application Engineering, Process Engineering, Product Development, or related functions are highly encouraged.

- Experience in plastics, polymers, foam materials, molding processes, or manufacturing environments is an advantage.
- Strong analytical thinking and problem-solving abilities with a hands-on approach to technical challenges.
- Good communication and interpersonal skills, with the ability to collaborate effectively across cross-functional and international teams.
- Proficient in Microsoft Office applications, especially Excel and PowerPoint.
- Able to prepare technical reports, presentations, and documentation in a clear and professional manner.
- Good command of English, both written and spoken, particularly for technical discussions and communication with overseas customers.
- Willing and able to travel for customer visits, technical support activities, and on-site troubleshooting as required.
- Able to work at the Bangkok Office (Exchange Tower, Asoke).

Preferred Qualifications

- Experience in injection molding, polymer processing, plastics manufacturing, or production process improvement.
- Familiarity with troubleshooting molding defects, process optimization, machine settings, and product trials.
- Exposure to customer-facing technical support, technical consulting, or application development is a plus.

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Company Description