

PR/096361 | Technical Support Engineer

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1621161

Industry
Other (Manufacturing)

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 6 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

About the Role
The Technical Support Engineer role offers the opportunity to work closely with customers and sales teams to deliver technical expertise, solve on-site challenges, and support high-quality printing operations. This position combines technical problem-solving, customer interaction, and cross-functional communication with regional teams and headquarters.

Responsibilities

- Accompany sales staff on customer visits to provide technical support and guidance.
- Investigate technical issues at printing sites, analyse root causes, and recommend appropriate improvements.
- Provide technical support for operational and quality-related concerns raised by customers.
- Resolve issues directly on-site whenever possible and escalate complex cases to headquarters when required.
- Prepare and communicate technical findings and reports in English.

- Collaborate effectively with customers, internal stakeholders, and regional teams to ensure timely issue resolution.
- Conduct customer visits and on-site confirmations across Vietnam as part of technical support activities.

Requirements

- 6-10 years of experience in the printing, packaging, label, printing materials, or ink industry.
- Experience in Quality Control, Technical Service, Process Engineering, or Production Engineering.
- Strong customer-facing experience with the ability to explain technical concepts clearly.
- Ability to identify, organise, analyse, and resolve technical issues in a structured manner.
- Proactive communication skills and the ability to work effectively with both customers and internal stakeholders.
- Business-level English communication skills for daily conversations with regional teams.
- Ability to prepare and present technical reports in English.
- Ability to handle emails and online meetings with headquarters in English.

About the Company
A company in the printing and materials industry, this organisation operates within an international business environment and works closely with customers to support technical excellence and operational performance. The company values practical expertise, effective collaboration, and high standards of customer support across the region.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description