



PR/117429 | Regional Technical Support Manager / Specialist

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント タイランド

求人ID

1544011

業種

その他（メーカー）

雇用形態

正社員

勤務地

タイ

給与

経験考慮の上、応相談

更新日

2025年06月10日 10:44

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Position: Regional Technical Support Manager or Specialist

Salary: 80,000 – 100,000 THB / month

Location: Banbueng, Chonburi

Working Day: Monday to Friday

Responsibilities:

- Become an expert in company's hardware and software, understanding their interaction with equipment.
- Collaborate with internal Technology Support Teams and distributors to facilitate smooth technology product installation and usage.
- Provide technical support to distributors, including on-site assistance, for installation, operation, and troubleshooting.
- Conduct online and on-site training for customers on Company technology products.
- Gather and relay user feedback, suggestions, and concerns about Company technology products.
- Regularly report to the Customer Experience Manager – APAC on technology service matters.

Qualifications:

- Experience:
 - Minimum 4 years of technical experience for Diploma holders, or 2 years of technical experience for Engineering degree holders.
 - Familiarity with software systems, basic computer science concepts (e.g., Google Sheets/Docs, Microsoft Windows, Remote Connection Tools).
 - Preferably experienced with cashless payment systems.
 - Familiarity with Zendesk or other ticketing systems.
 - Demonstrated experience with various software systems.
 - Education:
 - Diploma or Engineering degree in Information Technology, Computer Science, or a related technical field.
 - Skills & Abilities:
 - Strong service mind and customer service skills; able to understand and assist with customer problems.
 - Excellent independent work ethic and workload management skills.
 - Strong English communication skills (both written and verbal); knowledge of other languages is a plus.
 - Ability to quickly learn new software and technical concepts.
 - Ability to communicate effectively and build strong working relationships.
 - Must be able to travel extensively (up to 60%+ of the time).
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会社説明