



PR/158665 | IT Help Desk_Customer Service

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 マレーシア

求人ID

1548066

業種

ビジネスコンサルティング

雇用形態

正社員

勤務地

マレーシア

給与

経験考慮の上、応相談

更新日

2025年08月06日 07:00

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**Company Background :**

- New set up IT outsourcing company (focus on online gaming client)
- Working hours: 11am - 8pm (2 days off per week)

Job Responsibilities :

- Provide excellent and timely customer service.
- Understand and meet customers' needs effectively.
- Handle customer inquiries and feedback with care.

- Ensure prompt fulfillment of customer requirements.
- Maintain accurate system data and records.
- Assist in testing and troubleshooting.
- Offer product-related information and support bidding processes.
- Identify opportunities to improve processes and enhance customer experience.
- Resolve IT issues and address customer complaints.
- Meet service performance targets and comply with guidelines.
- Support team members during staff shortages in customer service.

Job Requirements:

- Diploma or Degree in any field.
- Previous experience in customer service or technical support, preferably in IT industry.
- Fluency in Mandarin and English preferred as required to interact with Taiwan and China customers.
- Availability to work on weekends and public holidays.
- Fresh graduates are encouraged to apply.

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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会社説明