



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

1549263

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07月08日 17:12

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).

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