



PR/159344 | Technical Support Engineer for Japanese Speaker

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

1552461

業種

その他（メーカー）

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19日 09:01

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

A leading global group of companies that develop and manufacture automated software testing and measurement systems is looking for a Technical Support Engineer.

Job Description

- Creates and routes technical issues for all customers
- Handle inbound technical support requests (Phone, Email, Web).
- Dispatch out-of-TSR scope technical issues to the appropriate support group.
- Create and manage customer data records within our applications to ensure proper data integrity.
- Resolves technical issues for customers across all account tiers
- Resolves customers' single incidents during installation, implementation, and/or maintenance.
- Responsible for researching, replicating, performing customer's root cause analysis and providing solution to

customers within SLA time frame.

- Escalates complex technical issues internally to the appropriate support group while maintaining ownership of customer interaction.
- Builds customer proficiency for all account tiers through standard services
- Educates customers through formal training and technical support engagements.
- Guides customers through basic product startup, application troubleshooting, and/or maintenance of solutions.
- Captures and documents knowledge to enable self-service resolution.
- Learns and adopts Knowledge-Centered Service methodology.
- Enables customers to self-serve by creating and editing Knowledge based articles.

Requirements

- Business level Japanese speaking, writing, and reading (JLPT N3 and above)
- Pursuing a Bachelor's degree in an engineering or science-related field
- Alternatively, 1+ year of experience working in a Technical Support position.
- Proficiency in one or more programming languages is required. (LabVIEW experience preferred)

Benefits

Competitive salary relative to your skills and demonstrated ability to perform in the role.

2-3 Months of Technical Support Engineer functional onboarding & mentoring before supporting customers.

High quality communication tools and IT equipment.

Company and personal performance-based bonus.

An amazing team and a fun place to work.

4-1 Hybrid work mode and flexible working hours.

Support for dental and vision.

Travel and commute allowances.

Accessible and attractive modern offices with free parking.

Shower and gym facilities for those who like to work out.

Complimentary drinks and snacks.

Penang tariff monthly "Cafeteria" leisure expenses benefit.

Regular site and team events.

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.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>

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会社説明