



PR/095532 | Technical Support Engineer

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1574796

業種

ITコンサルティング

雇用形態

正社員

勤務地

ベトナム

給与

経験考慮の上、応相談

更新日

2026年03月24日 13:00

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

流暢

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 Overview

A company in the IT services industry is hiring for a Japanese-speaking Technical Support Engineer position.

Job Description

- Review reported issues and communicate directly with customers to understand technical problems
- Investigate, troubleshoot, and resolve system issues using diagnostic tools such as logs and performance data
- Keep customers informed of issue status and solutions through clear and timely communication
- Handle multiple customer cases, escalating more complex issues when necessary and documenting technical findings

- Collaborate with cross-functional teams to resolve technical challenges across products and systems
- Participate in technical and non-technical training to strengthen product knowledge and support capabilities
- Provide feedback and insights to senior team members to support ongoing product and process improvement

Qualifications

- Strong Japanese language proficiency across listening, speaking, reading, and writing
- Customer-oriented mindset with a proactive and solution-focused approach
- Clear communication skills and the ability to explain technical issues effectively
- Ability to analyze problems logically and work through technical challenges in a structured manner

#LI-JACVN

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会社説明