



PR/096614 | Customer Support Specialist, SEA

#### 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シンガポール

##### 求人ID

1577982

##### 業種

医療機器

##### 雇用形態

正社員

##### 勤務地

スウェーデン

##### 給与

経験考慮の上、応相談

##### 更新日

2026年05月11日 03:00

#### 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

ネイティブ

##### 日本語レベル

無し

##### 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 Our client is a global leader in simulation solutions, partnering with medical device companies and healthcare systems to improve training, enable device adoption and enhance patient outcomes. With offices worldwide and a strong presence in APAC, they deliver simulation platforms and services that support clinical education and procedural proficiency. They are seeking a Customer Support Specialist based in Singapore to support markets across SEA and ANZ.

#### Key Responsibilities:

- Provide primary support for SEA and ANZ. Coordinate regional support with APAC team and HQ in Europe.
- Deliver product demonstrations and presentations to prospective customers. Support business development by building customer confidence and following up on utilization and needs.
- Manage installation activities, conduct comprehensive and refresher trainings for customers, and ensure successful system handovers.

- Troubleshoot, manage support tickets, and perform repairs for simulation systems. Liaise with customers to diagnose issues and drive satisfactory resolutions.
- Represent the company at regional conferences, workshops and workshops; support regional marketing initiatives with HQ.
- Maintain CRM and support systems with accurate customer, installation and ticket information. Act as liaison between customers and internal project/product teams; collect and relay customer feedback to product teams.

Travel: Travel within the assigned region for customer support, conferences, and training as required.

Key Requirements:

- Familiarity with systems combining software and hardware electronics.
- Degree in Engineering, Computer Science, Medical or Biomedical Engineering preferred.
- Strong learner with excellent communication and customer support skills. Good prioritization and time-management abilities.
- Proficient in Microsoft Office.
- Experience in medical devices industry.

Language & Travel: Excellent English, written and spoken. Knowledge of Bahasa Indonesia, Vietnamese or Thai is a plus. Willingness to travel within SEA and occasionally to other locations.

Other: Ability to work independently in a hybrid arrangement; commitment to customer success and improving patient outcomes.

Apply online or contact me for further information. Only shortlisted candidates will be notified due to application volume; thank you for your understanding.

Adrian Leong  
JAC Recruitment Pte Ltd  
EA Personnel: R26160017

#LI-JACSG  
#countrysingapore

**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