



PR/119717 | Solutions Consultant (Japanese Speaking / IT Solutions / Aviation)

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

1599010

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

2026年06月26日 10:49

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

流暢

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

Location: Bangkok

Role Overview

This role serves as the primary technical interface between Japanese customers and internal teams, supporting the deployment and ongoing performance of digital solutions focused on airline crew planning. You will combine implementation, support, and customer engagement, ensuring smooth adoption and continuous improvement of the system.

Key Responsibilities

1. Implementation & Deployment

- Lead end-to-end deployment of digital solutions (data scoping, configuration, workflow setup)
- Manage customer stakeholders during implementation phase
- Support User Acceptance Testing (UAT) and resolve technical issues

- Deliver user training and ensure smooth transition to live operations

2. Customer Support & Issue Resolution

- Provide post-go-live technical support and troubleshoot complex issues
- Manage support tickets, backlog, and regular follow-ups with customers
- Collaborate with internal teams (L1/L2/L3) to resolve escalations
- Conduct system health checks and propose improvement plans

3. Customer Engagement & Feedback

- Act as a bridge between customers and product/technical teams
- Collect and consolidate customer feedback, pain points, and enhancement needs
Support prioritization of product improvements at regional level

4. Continuous Improvement

- Identify process gaps and drive efficiency improvements
- Contribute to documentation, knowledge base, and training materials
- Support cross-functional initiatives (e.g., demos, internal enablement)

Requirements

- Minimum 4 years' experience in airline crew planning or related operational domain
- Fluent in Japanese and English (mandatory)
- Proven experience in customer-facing technical support or solution delivery
- Knowledge of aviation operations (crew planning, flight ops, maintenance)
- Strong problem-solving and analytical skills
- Ability to handle multiple tasks and prioritize effectively
- Basic awareness of aviation regulations
- Experience with data, analytics, or digital platforms

Technical & Domain Skills

- Hands-on experience in troubleshooting applications/systems
- Understanding of system workflows, configurations, and data handling
- Familiarity with ticketing or project management tools
- Exposure to SaaS environments is preferred

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.th/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.th/terms-of-use>

会社説明