CareerCross

PR/158292 | System Support Specialist

Job Information

Recruiter
JAC Recruitment Malaysia

Job ID
1506655

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Malaysia

Salary
Negotiable, based on experience

Refreshed
November 26th, 2024 11:09

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Job Responsibilities:

- Test the software to find bugs and performance issues.

- Create and update test cases to ensure the software is user-friendly, secure, and performs well.

- Work with the product team to test new features, track problems, and ensure they are fixed quickly.

  Customer Support & Success:

- Help the customer support team with troubleshooting and share solutions.
  Create helpful resources like guides and training materials.
  Conduct training and demos for customers to build their confidence and keep them informed about updates.

Job Requirements:

- Strong attention to detail and problem-solving skills.

- Experience with software testing, including manual and automated testing.

- A technical educational background is very positive

- Familiarity with bug tracking and testing tools.

- Excellent communication skills, both technical and non-technical.

- Good English communication skills.

- A customer-first mindset and a passion for providing support.

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