



PR/115901 | Japanese Speaking Service Desk Operation

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1507249

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

December 3rd, 2024 10:10

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 Title: Japanese Speaking Service Desk Operator

Location: Patumwan, Bangkok.

Job Type: Full-Time

About Us: Our client is a leading IT company dedicated to providing top-notch technology solutions and support to our clients. We are seeking a skilled and customer-focused Service Desk Operator who is proficient in Japanese to join our team.

Job Description:

- Provide first-level technical support to Japanese-speaking clients via phone, email, and chat.
- Troubleshoot and resolve IT issues related to hardware, software, and network systems.
- Document and track incidents and service requests in the ticketing system.

- Escalate complex issues to higher-level support teams as needed.
- Communicate effectively with clients and internal teams in Japanese.

Requirements:

- Proficiency in Japanese (speaking and writing) at a business level.
- Strong technical skills and experience in IT support.
- Excellent problem-solving and analytical abilities.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.

Preferred Qualifications:

- Experience in a service desk or technical support role.
- Familiarity with ITIL practices and methodologies.
- Knowledge of common IT systems and software.

How to Apply: Click the “APPLY” button to submit your resume and cover letter.

Company Description