



## PR/157900 | Mandarin Speaking Helpdesk Executive

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1508915

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

December 11th, 2024 15:20

### 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:**

- Provide level 1 support and troubleshooting assistance for users encountering issues with the logistics software (Warehouse Management System, Freight Forwarding System etc.)
- Record user inquiries via email and processes in the incident management system.
- Escalate unresolved or complex issues to level 2 support or relevant technical teams for further investigation and resolution.
- Keep users informed of incident progress and notify them of changes or outages.
- Close resolved incidents, requests, and others in a timely manner.
- Follow up on open tickets and influence tech teams for prioritization.
- Relay customer feedback or suggestions to the appropriate internal teams.

**Job Requirements:**

- Candidates must possess at least Bachelor Degree, Professional Degree or master's degree preferably in Information Technology or any other equivalent.
- Good in communication skills.
- Good knowledge of Microsoft products (Microsoft 365, Word, Excel, PowerPoint, Teams).
- Ability to multitask efficiently and provide prompt assistance to multiple users simultaneously.
- Able to communicate in English and Mandarin due to the market support.
- 2-3 years' experience in IT Helpdesk or Service Desk
- Open for fresh graduates

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Company Description