



PR/158292 | System Support Specialist

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1509135

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

December 11th, 2024 15:31

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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Company Description