



## PR/115901 | Japanese Speaking Service Desk Operation

### Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1513208

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

January 21st, 2025 10:01

### 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.

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Company Description