



PR/115908 | Technical Support Specialist

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1513212

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

December 24th, 2024 12:13

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

Position: Technical Support Specialist
Responsibilities:

- Evaluate market trends, risks, and opportunities, focusing on technical aspects, and provide insights on competitor product analysis.
- Support new product development, quality enhancement, and identify new sources of feedstock supply.
- Provide technical support to selected external customers, either alongside or independently of the Sales Executive, regarding product features, properties, applications, and reformulation advice.
- Address customer inquiries/complaints related to technical issues and quality control, and offer appropriate solutions.
- Ensure that all product deliveries meet customer satisfaction, achieving superior quality and reliability standards.
- Guarantee that all operation sites/terminals comply with international standards such as ISO 9000/14000.

- Perform statistical control, consistently monitor product quality to maintain consistency, and alert the sales team when abnormal trends are detected.
- Develop and manage TQA/TQC or other quality assurance systems to ensure that all products manufactured by the organization meet customer specifications.

Qualifications:

- Bachelor's Degree on Chemistry or Petroleum, Chemical Engineer
- At least 5 years in technical experience.
- Experience in technical background, preferably chemical acquired either through formal education.
- Have strong technical analysis, interpretation skill, problem solving skill and knowledge of marketing.
- Drive and ability to deliver the result without supervision.
- Excellent communication and presentation skill, fluency in English.
- Ability to travel within country and aboard.
- Have Toeic score 550

Company Description