



PR/158417 | Korean Speaking Technical Support Specialist

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1514519

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

January 21st, 2025 14:00

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

Company and Job Overview:

A global technology and engineering leader is looking for a highly motivated and experienced Korean Speaking Technical Support Specialist to join their team. In this role, you will handle inbound technical support requests, ensure accurate customer data integrity, and empower customers to self-serve by creating and editing knowledge-based articles.

Job Responsibilities:

- Provide technical support via phone, email, and web.
- Validate and approve customer entitlements.
- Dispatch technical issues to the appropriate support group.
- Maintain accurate customer data records.
- Resolve technical issues during activation, installation, implementation, and maintenance.
- Escalate technical issues internally while maintaining customer interaction ownership.
- Adopt and apply Knowledge-Centered Service (KCS) methodology.
- Develop knowledge-based articles to empower customer self-service.

Job Requirements:

- Education in engineering or a science-related field (e.g., IT, electronic engineering, automotive, manufacturing support) or currently pursuing a bachelor's degree in a related field OR 1+ year of experience in Technical Support.
- Intermediate or advanced proficiency in Korean (oral and written).

- Familiarity with electronic circuit design concepts and basic electronic instrumentation.
- Understanding of networking principles and equipment.
- Basic knowledge of programming languages.
- Ability to solve low-complexity issues and assist with mid-complexity issues.
- Strong team collaboration skills, leveraging peers' skills and gaining their support.

Benefit:

- Hybrid Working Arrangement
- Competitive Salary Package
- Comprehensive Benefits
- Career Growth Opportunities
- Positive Work Environment

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform you that only shortlisted candidates will be notified. Thank you for your understanding.

Company Description