



## 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**

February 18th, 2025 11:01

### 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

**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.

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Company Description