



PR/158665 | IT Help Desk_Customer Service

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1534476

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

April 22nd, 2025 15:01

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 Background :

- New set up IT outsourcing company (focus on online gaming client)
- Working hours: 11am - 8pm (2 days off per week)

Job Responsibilities :

- Provide excellent and timely customer service.
- Understand and meet customers' needs effectively.
- Handle customer inquiries and feedback with care.

- Ensure prompt fulfillment of customer requirements.
- Maintain accurate system data and records.
- Assist in testing and troubleshooting.
- Offer product-related information and support bidding processes.
- Identify opportunities to improve processes and enhance customer experience.
- Resolve IT issues and address customer complaints.
- Meet service performance targets and comply with guidelines.
- Support team members during staff shortages in customer service.

Job Requirements:

- Diploma or Degree in any field.
- Previous experience in customer service or technical support, preferably in IT industry.
- Fluency in Mandarin and English preferred as required to interact with Taiwan and China customers.
- Availability to work on weekends and public holidays.
- Fresh graduates are encouraged to apply.

Company Description