



## PR/157900 | Mandarin Speaking Helpdesk Executive

## 募集職種

## 人材紹介会社

ジェイエイシーリクルートメントマレーシア

## 求人ID

1505143

## 業種

物流・倉庫

## 雇用形態

正社員

## 勤務地

マレーシア

## 給与

経験考慮の上、応相談

## 更新日

2024年11月19日 11:32

## 応募必要条件

## 職務経験

3年以上

## キャリアレベル

中途経験者レベル

## 英語レベル

ビジネス会話レベル

## 日本語レベル

ビジネス会話レベル

## 最終学歴

短大卒：準学士号

## 現在のビザ

日本での就労許可は必要ありません

## 募集要項

## Job Responsibilities:

- Provide level 1 support and troubleshooting assistance for users encountering issues with the logistics software (Warehouse Management System, Freight Forwarding System etc.)
- Record user inquiries via email and processes in the incident management system.
- Escalate unresolved or complex issues to level 2 support or relevant technical teams for further investigation and resolution.
- Keep users informed of incident progress and notify them of changes or outages.
- Close resolved incidents, requests, and others in a timely manner.
- Follow up on open tickets and influence tech teams for prioritization.
- Relay customer feedback or suggestions to the appropriate internal teams.

**Job Requirements:**

- Candidates must possess at least Bachelor Degree, Professional Degree or master's degree preferably in Information Technology or any other equivalent.
- Good in communication skills.
- Good knowledge of Microsoft products (Microsoft 365, Word, Excel, PowerPoint, Teams).
- Ability to multitask efficiently and provide prompt assistance to multiple users simultaneously.
- Able to communicate in English and Mandarin due to the market support.
- 2-3 years' experience in IT Helpdesk or Service Desk
- Open for fresh graduates

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会社説明