



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

1508915

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12月11日 15:20

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

#LI-JACMY

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会社説明