



PR/158417 | Korean Speaking Technical Support Specialist

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

1514519

業種

その他（メーカー）

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

2025年01月21日 14:00

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

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.

会社説明