



PR/158665 | IT Help Desk\_Customer Service

#### 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

1527108

##### 業種

ビジネスコンサルティング

##### 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03月18日 10:58

#### 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 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.

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会社説明