

## Job Detail

Executive Level

Position Title	Technical Support (Japanese Speaker)
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (Other) - IT Help Desk Customer Service - Customer Support
Industry	Electronics/Consumer Electronics Manufacturing
Location	Asia Malaysia Terengganu
Job Description	<p>Scope of Work:</p> <ul style="list-style-type: none"><li>• To provide a single point of contact for users.</li><li>• Deals with management of both routine and non-routine incidents and requests.</li><li>• Provision of first line support for incidents.</li><li>• Takes ownership for listening to and understanding basic customer problems</li><li>• Asking relevant questions to resolve typically known problems within required timescales.</li><li>• Knows when problems are 'beyond them' and escalates so they can be resolved</li></ul>
Working Hours	-Day shift starts at 7am, 8am and 9am -9 Hour shift
Qualifications	<p>Requirements:</p> <ul style="list-style-type: none"><li>• Candidate must possess at least Certificate/Diploma/Degree in any discipline.</li><li>• Candidate with at least 1 year(s) of experience in the area of Customer Service and Support preferred.</li><li>• Fresh Graduates/Entry level applicants who are interested to start their career in customer service field are encouraged to apply, training will be provided.</li><li>• Required language(s): Proficient in Japanese (at least JLPT N1/2/3) and English both written and spoken as to serve customers in the area of Japan.</li><li>• Skills : Customer service skills, IT trouble shooting skills.</li></ul>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	MYR - Malaysian Ringgit MYR 58K - MYR 118K (Month salary : MYR - Malaysian Ringgit MYR 4833 - MYR 9833 )
Salary Description	Social Insurance Relaxation Facilities Commuting/ Transportation Allowance Education/ Training
Holiday Description	Five-Day Workweek Refresh Holidays Paid Holidays Congratulatory or Condolence Leave Sick Leave
Job Contract Period	Fulltime and permanent position

