

## SMART TRENDS INTERNATIONAL

### **Position : IT Help Desk Executive – Japanese**

Our client have made Malaysia the Centre of Excellence in handling IT support for the Japanese market. This centre currently has 120 executives and looking to expand to about 450 executives by 2019.

#### **Job Description**

The job entails providing technical expertise, judgments and technical solutions that support complex business needs to Japanese clientele in accordance to ITSM process (Incident, Problem and Change Management).

#### **Requirements**

- Should possess minimum a Bachelor Degree/Diploma in any field.
- Compulsory : Proficiency in Japanese language.
- Fresh graduates are encouraged to apply.
- Candidates with experience in other field with Japanese proficiency are also welcome.
- Good communication and customer service skills and the ability and desire to work in a collaborative team environment.
- On the job technical training, coaching and mentoring would be provided.
- Able to work on 24X7 shift rotation
- Malaysian citizen
- Salary plus allowance for fresh graduates is about RM4200.
- Salary scale for experienced candidates is negotiable and in line with the market rates.

For interested candidates do feel free to call me Thiaga at h/p 012-3226845 for further clarification or email your resume to [thiaga@smarttrends.net](mailto:thiaga@smarttrends.net)