Associate Engineer,
Customer Service & Support

Job Highlights

- Tackle real-world challenges and contribute to impactful projects that drive customer success.

- Be part of a diverse, inclusive, and multi-cultural work environment that values collaboration and innovation.

- Develop highly employable technical and professional skills that accelerate your career growth and future opportunities.

Employment Type

Regular Full Time

Job Location

Ho Chi Minh, VN, 700000

Travel

0-10%

Reference Code/Job ID

424005

What you'll do

As a Technical Support Engineer, you'll be the go-to expert for resolving SAP product issues that matter to our customers. You'll troubleshoot real-world technical challenges, offer clear guidance, and ensure a smooth product experience—so our customers can focus on running their business, not fixing software.

- Your role helps the world run better by:

- Keeping essential business systems running smoothly.

- Reducing downtime for companies that impact millions of people.

- Driving product improvement through direct feedback from real usage scenarios.

- By combining technical expertise with customer empathy, you'll make a measurable difference—one solution at a time.

What you bring

- Fluent in oral and written English (Japanese speaking is a plus)

- Bachelor's or master's degree (preferred in computer science or engineering)

- Role-Specific Skills: Troubleshooting, Product Thinking, Knowledge Management, Relationship Building, Generative AI Day-To-Day Practice, Critical Thinking, etc.

- Professional Skills: Learning Agility, Emotional Intelligence, Effective Communication, Diversity Awareness, Customer Focus, Creative Thinking, Complex Problem Solving, and Collaboration.

- Strong team player who learns and adapts quickly

Meet your team

The Technical Support - Private Cloud ERP team is composed of around 900 support engineers. These experts are in numerous Support Centers across the world. Through incident based and real time channels, we offer technical support to our customers, ensuring their SAP product related issues are addressed promptly and effectively.

Visit jobs.sap.com to apply.