

JOB DESCRIPTION

Role: Application Support Consultant
Reports to: Project Director
Location: Various locations – Singapore, Malaysia, Thailand

Responsibilities

- Provide first and second level application and/or technical support on BIPO HRMS application
- Understand, investigate, troubleshoot and resolve incidents raised by customer through remote connection, phone, email and/or on-site visit
- Provide timely response, follow-up and resolution to ensure all support activities are tracked and closed within stipulated SLA
- Partner with internal stakeholders (Quality Assurance / R&D teams) and externally with customers to identify issue, perform various testing to reproduce issues, and deliver the program fix to customers
- Provide knowledge and best practices on system functionality
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships
- Assist to improve the support processes, supporting documentation and/or our software.
- Mentor and guide junior Application Support Consultant on the system knowledge and support processes

Technical Skills and Competencies

- Diploma or degree in Computer Science / Information Technology or equivalent with 3+ years hands-on experience implementing or managing project
- Good knowledge of Microsoft SQL and Microsoft Office
- Experience in successfully implementing HRMS Products preferred; experience in HRIS role, other HR Solutions, and/or understanding of HR business process may be considered
- Strong analytical, problem identification and solving skills with solution focused mindset
- Excellent communication skill and detail oriented
- Ability to work under pressure and meet deadlines
- Conversational in English, and Asian languages advantageous
- Ability to travel when required

Useful links

- Website: www.biposervice.com
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact: [**asean.hr@biposervice.com**](mailto:asean.hr@biposervice.com)



About BIPO

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **HR Management System (HRMS)** platform automates HR processes, simplifies workflows, and delivers actionable insights to build the best Employee Experience. Complemented by our **payroll outsourcing solutions** and **global PEO services**, we support businesses to manage today's global workforce.

We are better connected to support your payroll and people solutions needs through a global network of 27+ offices, four R&D centers, and business partners across 100+ countries.

Our products & services

- HR Management System (HRMS)
- Global Payroll and HR outsourcing
- Professional Employer Organisation (PEO)