BIPO
Make Life Easier.

JOB DESCRIPTION

Role: Application Support Consultant
Reports to: MD, North Asia
Location: Hong Kong

The Role

BIPO is seeking a qualified individual to join its North Asia team as **IT Application Specialist** based in Hong Kong.

The ideal candidate will cover application operations and support, central and local project initiatives and application support in BIPO Hong Kong. He/she will act as 1st level support by analysing and troubleshooting the issue, maintenance support of the business and operational systems and its supporting that meets the business and operation requirements effectively in compliance with BIPO's mission and vision and business strategy.

Responsibilities

1. **Act as 1st level support/services provider to analyse and solve the low-level issues of all BIPO applications to the end users.**

   - Provide 1st level support
   - Coordinate the escalation of issues to 2nd level support and ensure their resolution
   - Assist Project team to deliver the new solution (customization) to the end users and provide the training and guideline.
   - Communicate, collaborate and share information with other Project teams in order to improve the quality of the Supporting services

2. **QA Testing**

   - Act as final QA checking for all the new release testing

3. **Bugs Reporting**

   - Identify problems and take responsibility for successful resolution of issues, including reporting of bugs.

4. **Jira write-up**

   - Support project team to initiate the jira write up and discuss with Project and R&D team for the system improvement

Relevant Experience and Qualifications

- Degree holder in Information Technology, Computer Science or equivalent
- Minimum 2 years of application operation and support
- Candidates with less experience can also apply for this position
- Strong IT background on business system support is must
- Be proficient in database technology (SQL server) and application development
- Good experience and knowledge of customized business system
- Expertise with Microsoft Excel/Access/VBA/C# and other web technologies would be a plus
- Skills technical to analyzing business system issue and fix solution delivery
- Understanding of Human Resources related processes is advantageous
- Fluent English language skills and work experience in a multi-national environment are advantageous

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: **joiee.ching@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)