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## **JOB DESCRIPTION**

**Role:** Regional QA Technical Support  
**Reports to:** IT Director  
**Location:** Singapore

### **Responsibilities**

- Regional Quality-related technical support
- Technically analyse/evaluate issue received, reproduce and verify issues locally, coordinate with Development Team to provide system solution
- Prepare technical specs/explanation, ensure detail / sufficient content for Development Team
- Work with R&D team for any required discussion pertaining to system quality
- Strictly follow the process and ensure the proper documentation is in place
- Ensure effective communication within the team as well as other departments
- Take overall responsibility and actively follow up the tasks to ensure the deadline is met

### **Technical Skills and Competencies**

- Bachelor's degree holder in Computing and/or Information System
- Hands-on experience in technical analysis/software quality, HR products or services preferred
- Fluent in English and an Asian language ideal
- Able to work in a fast-paced environment
- Minimum 3 years' working experiences in similar job scope
- Sound, hands-on knowledge of SQL syntaxes well

### **Useful links**

- Website: [www.biposervice.com](http://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)