

JOB DESCRIPTION

Role : Regional Application Support Consultants

Reports to : Application Support Manager

Location : Malaysia

Responsibilities

- Provide first and second level application and/or technical support on BIPO HRMS Application.
- Understand, investigate, troubleshoot, and resolve enquiries raised by customers through remote connection, phone, email, and/or on-site visits.
- Provide timely response, follow-up, and resolution to ensure all support activities are tracked and closed within stipulated SLA.
- Partner with the Quality Assurance / R&D Team internally and customer externally to identify issues, perform various testing to reproduce issues, and deliver the program fix to the customers.
- Provide knowledge and best practices on the system functionality.
- Seeks opportunities continually to increase customer satisfaction and deepen client relationships.
- Assist in improvements to the support processes, supporting documentation and/or our software.
- Mentor and handhold Junior Application Support Consultant on the system knowledge and support processes.

Requirements

- Relevant diploma or degree in Computer Science / Information Technology or equivalent with 3+ years hands-on experience implementing or managing projects. Fresh graduates or candidates with fewer years of experience would be considered for the Associate role.
- Good knowledge of Microsoft SQL and Microsoft Office Suite.
- Strong analytical, problem identification, and solving skills with a solution-focused mindset.
- Excellent communication skills
- Detail-oriented.
- Ability to work under pressure and meet deadlines.
- Experience in successfully implementing HRMS Products preferred; experience in HRIS Role, other HR Solutions, and/or understanding of HR business process may be considered.
- Conversational in English, and other languages in APAC region will be highly advantageous.
- Occasional travelling may be required.

Useful links

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

Interested applicants, please e-mail your resume to: maecheryl.chong@biposervice.com



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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** automates HR processes, simplifies workflows, and delivers actionable insights to build the best employee experience. Complemented by our **global payroll outsourcing** and **Employer of Record (EOR) services**, we support businesses to manage today's global workforce.

Established in 2010, and headquartered in Singapore, we are better connected to support your payroll and people solutions needs through a global network of 30+ offices, four R&D centres, and business partners across 100+ countries.

Our products & services

- HR Management System (HRMS)
- Global Payroll Outsourcing
- Employer of Record (EOR)