

## **JOB DESCRIPTION**

**Role:** IT Senior Executive or Assistant Manager  
**Reports to:** IT Infrastructure Manager  
**Location:** Singapore

### **Responsibilities**

- Implement and provide daily operational support on HRMS hosted in AWS, Aliyun or any other cloud provider
- Provide technical support to maintain the micro-services to ensure stability and security of HRMS
- Provide technical support to client pertaining to IT Cloud Infrastructure for HRMS
- Provide regular support to HRMS version upgrade based on client's time preference
- Provide support to perform daily service request from within BIPO
- Administer productivity tools, CI/CD tools and IAM process for various third-party platform used within BIPO
- Provide end-user IT support, maintain purchase and support of IT inventory and IT office infrastructure
- Liaise with external compliance auditor to achieve ISO 27001 standard
- Maintain system availability, respond to security incidents and system availability issues
- Perform IT operational task such as user access review, disaster recovery and PC audit
- Lead completion of assigned IT projects / task within timeline
- Adhere to IT policy and procedure

### **Technical Skills and Competencies**

- Minimally 3 - 4 years of IT Support experience in cloud environment
- Diploma or Bachelor's degree in Information Technology or equivalent field of study
- 2 years experiences in administrating Office 365, Azure AD, DNS hosting, Antivirus
- 2 years experiences with as administrating AWS and Aliyun platform
- 2 years experiences as Devops engineer in supporting CI/CD and familiar with Infrastructure as Code methodology
- 1 year experience in supporting databases and scripting with SQL
- 1 year experience in supporting local SME office setup such as firewall, router, switch, access point, printers, laptop
- Working knowledge in sever & database backup and patch management
- Working knowledge in scripting with Python, Powershell or Java
- Working knowledge in building and maintaining IAM operations such as integrating tools to Azure AD for SSO
- Possess good interpersonal skills, ability to interact with all levels of staff
- Possess good problem-solving skillset, resourceful, well-organized, efficient and detail oriented
- Be contactable for after-office production support issues if needed
- Fluency in English is a must; fluency in Chinese is advantageous

### **Useful links**

- Website: [www.biposervice.com](http://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: [asean.hr@biposervice.com](mailto:asean.hr@biposervice.com)



Make Life Easier.

## 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)