JOB DESCRIPTION

Role: Project Technical Consultant
Reports to: Project Director
Location: Singapore

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**

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)