

# Application Support Intern (Singapore & Indochina)

## Company Overview:

Established in 2010 and headquartered in Singapore, BIPO is a **global payroll and people solutions** provider. Our comprehensive **total HR solutions** include our Human Capital Management (HCM) suite, Global Payroll Outsourcing (GPO) and Employer of Record (EOR) service across 150+ global markets.

We are better connected to support companies' payroll and people solutions needs through a global network of 40+ offices, four R&D centres, and business partners across 100+ markets. To date, we have served 460,000+ headcounts and 3,300+ clients.

## Key Responsibilities:

- Assist and support the team in handling all technical queries on BIPO HRMS application by and acting as a bridge between the client and internal stakeholders .
- Work closely with the team to provide L2 support in educating clients on BIPO HRMS.
- Assist to handle tickets by investigating, troubleshooting, and resolving incidents raised by customers through remote connection, phone, email, and potentially on-site visits.
- Provide timely response, follow-up, and resolution to ensure all support activities are tracked and closed within stipulated SLA.
- Continually seeks opportunities to increase customer satisfaction and deepen client's relationships.
- Assist to improve the support processes, supporting documentation and/or our software.

## Requirements:

- Final year students of at least Diploma or Degree in Human Resources/ Informatics Systems/ Computer Science / Information Technology or equivalent preferred
- Good knowledge of Microsoft Office
- Excellent communication skill and detail oriented with good command of English.
- Willing to learn, self-motivated and keen to learn and upgrade oneself.
- Passion for learning Information System Solutions
- Disciplined individual who works systematically, attentive to details even in a dynamic and fast-paced environment.
- Having an analytical mindset, process driven and provide solutions to operations requirements.

## 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 [my.hr@biposervice.com](mailto:my.hr@biposervice.com)