

## Regional Application Support Consultants

### 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:

- 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](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)