

Senior Application Training Consultant

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.

Role Expectations:

We are looking for a driven professional who is able build strong connections with current employees and clients at all levels. This person must play a significant role in their creation, delivery, and everything in between. Utilizing performance consulting skills and best practices in learning & development, this role often advises leaders and peers in identifying learning needs and determining appropriate education and talent development solutions. Overall, this position requires significant attention to detail as well as the ability to manage multiple tasks with geographically separated teams.

Key Responsibilities:

- Ability to coordinate with multiple parties and stakeholders, and take lead in training and development initiatives that cater to the these stakeholders needs and requirements on a timely manner.
- Continuously and proactively learn and be familiar with the BIPO's products and services updates to ensure effective product training and sharing to internal team members.
- Work closely with Product, Project, Support, Service Delivery and Business Development team to update on the latest system features, best practices and other technical and soft skills knowledge.
- Responsible for creating, facilitating, monitoring, evaluating and documenting BIPO services and solutions, and maintain up-to-date online product knowledge base.
- Responsible to collaborate with subject matter experts and stakeholders using independent judgment, problem solving, and analytical skills in identifying and assessing learning needs.
- Design, prepare logistical needs, deliver educational programs, guidelines and suitable learning programs for targeted audience; involved in adult learning, instructional design, and group facilitation.
- Conduct face-to-face or web training sessions.
- Develop training resources and guides as well as to ensure proper training to client to ensure proficiency with BIPO platform; ensure proper handling client's data.

Requirements:

- Candidates with HRMS application training experience or HRMS trainer from vendors - example like SAP, SAP Success Factor, Workday, ADP,), HR2000, BOSS Solutions, Ramco, Sage HRMS, IFCA etc.

- Candidates with support experience in HRMS application (example, used to work as support personnel for HRMS vendors - attend to issues/problems raised by end users with ability to troubleshoot system's problems)
- Candidates who worked as Project Implementation Consultant for HRMS vendors (example Alight Solutions) – involved in HRMS system implementation, user training, developing training content and user guides.
- Candidates with HRMS experience in project implementation in end-user company (example, HR personnel, who are familiar with SAP, SAP Success Factor, Workday and etc., who uses the system and are responsible to test and verify system setting and liaise with vendors in the event there are issues that cannot be troubleshooted from their side, responsible for making setup changes and develop/update for HRMS system user guide for their own company's internal stakeholders/users)

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 my.hr@biposervice.com