

## (Regional) Application Support 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 160+ 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 160+ markets. To date, we have served 560,000+ headcounts and 3,300+ clients.

### Key Responsibilities:

- Provide first and second-level application and/or technical support on the BIPO HRMS Application.
- Understand, Investigate, troubleshoot, and resolve incidents 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 the 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 system functionality.
- Continually seeks opportunities to increase customer satisfaction and deepen client relationships.
- Assist in improvements to the support processes, supporting documentation and/or our software.
- Mentor and handhold Associate Application Support Consultant on the system knowledge and support processes.

### Qualifications:

- Relevant diploma or degree in Computer Science, Information Technology, or equivalent.
- 3+ years of hands-on experience in project implementation or management. Fresh graduates or candidates with less experience will be considered for our Associate role.

### Technical Skills:

- Proficiency in Microsoft SQL and Microsoft Office.
- Preferred experience in successfully implementing HRMS products.
- Knowledge of HRIS roles, other HR solutions, and understanding of HR business processes will be considered.

**Attributes:**

- Strong analytical and problem-solving skills with a solution-focused mindset.
- Excellent communication skills with attention to detail.
- Ability to work under pressure and meet deadlines.

**Bonus Points:**

- Conversational proficiency in English; proficiency in other languages in the APAC region will be highly advantageous.

**Why Join Us:**

- Opportunity to work with cutting-edge technologies in the HR domain.
- Collaborative and dynamic work environment.
- Continuous learning and growth opportunities.

**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)