

Project Technical 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 BIPO HRMS Application.
- Understand, Investigate, troubleshoot and resolve incidents raised by project consultants/application support consultants.
- Partner with the Quality Assurance / R&D Team internally to identify issue, perform various testing to reproduce issues, and to deliver the program fix to project consultants/application support consultants.
- Provide knowledge and best practices on the system functionality.
- Assist in improvements to the internal processes, supporting documentation and/or our software.
- Mentor and handhold Junior Project Technical Consultant on the system knowledge and internal processes.

Requirements:

- Relevant diploma or degree in Computer Science / Information Technology or equivalent with 3+ years hands-on experience implementing or managing project.
- Possess strong analytical, problem identification and problem-solving skills with solution focused mindset and desire to learn.
- Good knowledge of Microsoft SQL and Microsoft Office.
- Experience in successfully implementing HRMS Products; experience in HRIS Role, other HR Solution, and/or understanding of HR business process may be considered.
- A customer-centric, intellectually curious, bright, energetic person with the ability to drive the successful delivery of HRMS.
- Good time management and prioritization skill.



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