

Job Description

Job Title: Application Support Consultant

Location: Malaysia

Company Overview

Established in 2010 and headquartered in Singapore, BIPO is a leading global payroll and HR solutions provider, supporting businesses in over 170+ countries.

We deliver an award-winning, cloud-based HR Management System and Athena BI analytics tool that supports our multi-country payroll outsourcing and Employer of Record (EOR) services. Powered by tech and driven by data, we help companies automate HR processes, ensure compliance, and provide workforce insights.

With 50+ offices worldwide, BIPO combines global compliance, local HR expertise, and scalable technology to manage the entire employee lifecycle for global and remote teams.

Key Responsibilities

- Provide first and second level application and/or technical support on BIPO HRMS Application.
- Understand, Investigate, troubleshoot and resolve incidents raised by customer through remote connection, phone, email and/or on-site visit.
- 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 issue, perform various testing to reproduce issues, and to deliver the program fix to the customers.
- Provide knowledge and best practices on the 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 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 project. Fresh graduates or candidates with less years of experience would be considered for our Associate role.
- Good knowledge of Microsoft SQL and Microsoft Office.

- Experience in successfully implementing HRMS Products preferred; experience in HRIS Role, other HR Solutions, and/or understanding of HR business process may be considered.
- Strong analytical, problem identification and solving skills with solution focused mindset.
- Excellent communication skill and detail-oriented.
- Ability to work under pressure and meet deadlines.
- Conversational in English, and other languages in APAC region will be highly advantageous.
- Ability to travel when required.

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 careers.my@biposervice.com.