

Job Description

Job Title: (Regional) Project Technical 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 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 careers.my@biposervice.com.