



PR/095085 | System Management Specialist, Level 3 Support (VMWare)

Job Information

Recruiter[JAC Recruitment Singapore](#)**Job ID**

1540467

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

June 4th, 2025 10:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW:

Our client is a prominent global IT service provider that excels in custom software design, IT consultancy, and infrastructure management. They deliver high-performance, large-scale systems like API Gateways and message queues, ensuring smooth global operations and enhanced system reliability. Their comprehensive IT solutions help businesses eliminate challenges, optimize resources, and boost productivity.

They are in search of an experienced System Management Specialist, Level 3 Support (VMWare) to join their growing team.

RESPONSIBILITIES:

1. Operation and maintenance of internal systems and developed servers for bank customers.
2. Preparation of operational documentation.
3. General operation task such as access log reporting, patching work.

4. Co-ordinate with vendors and deal with contracts (software licence renewals, hardware maintenance).
5. Handling user enquiries.
6. Work with the team leader to identify operational issues and proactively undertake improvement activities.
7. Ability to carry out work-arounds of system troubles as they occur, as well as investigate and respond to root cause resolution (level 3 support).

JOB REQUIREMENTS:

1. Prior experience in Level 3 support roles in on-prem server management, including VMware.
2. Ability to prepare system design and procedure manuals independently.
3. General knowledge of managing cloud servers.
4. Experience in managing multiple servers, mainly Windows.
5. Familiarity with ITIL concepts and at least three years' experience in operations and maintenance.
6. Experience of working with Japanese companies / projects with Japanese companies would be an added bonus.

EDUCATION:

1. At least a Bachelors' Degree in related fields.

WHAT WE OFFER:

1. Competitive Salary: A competitive salary package, including bonuses and benefits.
2. Career Growth: Opportunities for career growth and professional development in a fast-paced and dynamic environment.
3. Collaborative Culture: A collaborative and supportive culture that values teamwork, innovation, and creativity.

Raymond Ler (R1876114)

JAC Recruitment Pte. Ltd. (90C3026)

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Company Description