



PR/095428 | ICT Executive

Job Information

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

1546472

Industry

Other (Trade)

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

July 1st, 2025 17:42

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

A company in the ICT industry is hiring for an ICT Executive position. This role is part of the Asia Regional ICT Hub, which supports seven group companies across the Asia region. The team manages IT support, operations, and security, collaborating with headquarters and regional hubs in America and Europe. The company is dedicated to providing top-notch ICT services and consultation for its group companies.

Job Description

- Provide ICT support to users under the Asia Regional Hub, acting as the contact point for all ICT inquiries and ensuring timely and accurate customer service.
- Maintain the common platform, including Microsoft365 applications and device management (PCs, iPhones, iPads, multifunction printers).
- Manage Singapore site infrastructure, including base networks, video conferencing systems, and other office IT (entrance management, CCTV, conference facilities).
- Handle ICT procurement processes and vendor management for devices and equipment.
- Create ICT educational content and provide training to users, ensuring compliance with policies and procedures.
- Develop weekly and monthly reports on the team's productivity and establish best practices throughout the support

process.

Qualifications

- Minimum 5-8 years of experience in ICT-related positions, with at least 4 years in office automation and service desk/user support for more than 200 employees across multiple sites.
- Experience with ICT procurement processes and vendor management.
- Ability to propose appropriate ICT solutions and methodologies based on business needs.
- Knowledge of relevant ICT service management practices and frameworks.
- Experience using ServiceNow Ticketing system and hands-on experience with help desk and remote-control software.

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Company Description