



PR/096099 | IT Application Support

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1561383

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

December 9th, 2025 04:00

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client is a regional technology firm that specializes in streamlining workplace operations through advanced imaging systems and digital workflow solutions.

JOB RESPONSIBILITIES

- Deliver Level 1 support for SAP S/4HANA (SD, FI, MM, CS) and CPQ applications, resolving user issues and managing incidents.
- Collaborate with business teams to gather and document enhancement requirements.
- Execute and validate UAT scenarios to ensure system changes meet business needs.
- Analyse recurring issues to identify process improvements and automation opportunities.
- Maintain documentation, update knowledge base articles, and assist in user training.
- Coordinate with internal teams and external vendors for issue resolution.

- Ensure compliance with IT policies, security standards, and change management protocols.

JOB REQUIREMENTS

- Diploma or Bachelor's degree in IT or related field.
- 1–3 years of experience in application support within an enterprise environment.
- Strong understanding of SAP S/4HANA modules (SD, FI, MM, and CS); exposure to CPQ or CRM systems is a plus.
- Familiarity with incident tracking tools and change management processes.
- Excellent problem-solving, communication, and stakeholder management skills.
- Ability to work independently and collaboratively in a fast-paced environment.

Working Location: Singapore

Syahirah Binte Ahmad Ja'afar (R22105331)
JAC Recruitment Pte. Ltd. (90C3026)

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Company Description