



CR/096071 | IT Help desk (1 year)

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1563185

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

October 28th, 2025 10:34

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

My client is a Singapore-based IT solutions provider offering a wide range of services including system integration, cloud computing, cybersecurity, and business process outsourcing.

JOB RESPONSIBILITIES

User Support & Incident Handling

- Deliver frontline technical support through multiple communication channels, ensuring prompt assistance.
- Record and prioritize incoming issues and requests using a structured ticketing system.
- Conduct initial assessments and resolve or escalate problems in alignment with established support protocols.

- Monitor service queues to maintain timely issue resolution in accordance with performance standards.
- Keep users informed throughout the support process to ensure transparency and satisfaction.

Knowledge & Documentation

- Maintain and update internal documentation to support operational knowledge sharing.
- Record troubleshooting procedures and solutions to aid future issue resolution.
- Play an active role in refining support materials and optimizing workflow efficiency.

IT Provisioning & Access Management

- Perform software installations and basic hardware setup across user environments.
- Configure network connectivity, shared devices, and common resources for operational readiness.
- Administer access rights and manage software license distribution efficiently.
- Uphold internal standards for security and access control across systems and users.

Collaboration & Process Improvement

- Collaborate with cross-functional IT teams to troubleshoot and resolve advanced technical challenges.
- Contribute to ongoing service enhancement efforts and incorporate user feedback into process improvements.
- Assist with compliance activities and generate reports aligned with operational standards and performance benchmarks.

JOB REQUIREMENTS

- Holds a Bachelor's Degree in a relevant discipline, with foundational experience in IT support roles.
- Has at least one year of hands-on experience in help desk or technical support, preferably within financial services or related industries.
- Contributes to maintaining internal documentation and ensures alignment with service standards and operational frameworks.
- Collaborates effectively with IT teams to deliver consistent and reliable support services.
- Demonstrates proficiency in English and Japanese (for select roles), along with strong technical skills across Windows and iOS platforms. Japanese language skills (reading, writing, and speaking) to work with Japanese stakeholders and Japanese clients
- Possesses foundational certification in IT service management methodologies. (ITIL Foundation Certified)
- Has experience contributing to international projects or collaborating within globally distributed teams.
- Demonstrates professional exposure to banking operations in Singapore, with a strong grasp of local regulatory standards.
- Brings a well-rounded understanding of compliance requirements and operational best practices in financial environments.
- Adds value through a combination of technical expertise and familiarity with industry-specific governance frameworks.

Working Location: Singapore

Tey Tai Nian (Jerric) (R1552289)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description