



CR/096463 | L2 Application Support Engineer

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1572279

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

January 13th, 2026 10:38

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

We are a premier IT services and consulting organization with a strong footprint across Asia and a global network extending to the U.S., Europe, and China. With over five decades of experience, we specialize in system integration, cloud solutions, cybersecurity, and digital transformation, serving enterprises across diverse industries, including financial institutions.

JOB RESPONSIBILITIES

We are looking for an experienced IT Help Desk Lead to oversee end-user support and enhance help desk processes within a financial services environment. This position requires a blend of technical expertise and exceptional communication skills to deliver outstanding service across local and international markets.

- Provide technical & non-technical support for Singapore Branch users with excellent customer service.
- Communicate professionally with users, technical teams, and management; report incidents accurately.

- Improve Help Desk processes, maintain logs, reports, and knowledge base; manage service requests.
- Support critical project cutovers and act as liaison during Go-Live; enforce SLAs with vendors.
- Maintain IT devices and track assets; understand IT infrastructure in financial institutions.

JOB REQUIREMENTS

- Degree in technology; ITIL, Microsoft, or CompTIA A+ certifications preferred.
- 5–8 years in IT support (2+ years in lead role), ideally in financial institutions.
- Experience with Azure DevOps, ServiceNow/Jira; strong ITSM knowledge.
- Excellent English communication
- Strong customer service, problem-solving, and collaboration skills.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description