



PR/096655 | Internal IT support

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1579684

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

March 24th, 2026 10:02

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Basic

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

Our client a start-up Japanese shipping company is seeking an IT Support Specialist to provide technical assistance to internal users across the organization.

They are in search of an Internal IT Support (Vessel)

JOB RESPONSIBILITIES

- Provide first-level technical support to internal employees via phone, email, chat, or in person.
- Troubleshoot hardware, software, network, and system issues on Windows and Mac platforms.
- Support office IT infrastructure including printers, conferencing systems, and network connectivity.
- Manage user accounts, permissions, and access rights in Active Directory and other systems.
- Install, configure, and maintain company-approved software and hardware.
- Document issues and resolutions in the ticketing system (e.g., ServiceNow, Jira).
- Liaise with global IT teams to escalate and resolve complex issues.
- Assist in onboarding/offboarding processes including device setup and account provisioning.

JOB REQUIREMENTS

- Min 2 years of experience in IT support or helpdesk roles.
- Strong knowledge of Windows, macOS, Microsoft Office, and common enterprise applications. Familiarity with Active Directory, Office 365, VPNs, and remote desktop tools.
- Excellent problem-solving and communication skills.
- Ability to work independently and manage multiple tasks.

Working Location: Singapore

Jaspreet Kaur Sran (R22109724)
JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description