JAC Recruitment — シンガポールの求人なら JAC Recruitment Singapore

CR/096755 | L2 Application Support

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1581739

Industry
IT Consulting

Job Type
Contract

Location
Singapore

Salary
Negotiable, based on experience

Refreshed
June 2nd, 2026 08:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Daily Conversation

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 well-established technology services company delivering IT solutions, infrastructure support, and outsourced operational services. It works with clients across various sectors to enhance efficiency and strengthen digital capabilities.

This is a 12-month agency contract role (renewable).

JOB RESPONSIBILITIES

- Experience in providing L2 support in banking services, operations, or service roles supporting banks.
- Experience with Windows Server and Linux Server environments.
- Hands on in performing basic application health checks.
- Experience supporting banking applications or systems used by financial institutions.
- Addressing and resolving user inquiries efficiently while delivering excellent customer service.
- Provide both technical and non-technical support for the Singapore Branch.
- Accurate reporting of information or incidents, including business impact and interim workaround measures.
- Maintain detailed logs of user requests and prepare thorough reports for stakeholders.

- Collaborate closely with L3 Support teams and vendors. The L2 Support role defines SLAs and ensures adherence by L3 teams and vendors.

JOB REQUIREMENTS

- Tertiary-level degree in technology from a recognized institution.
- Atleast 5 years of experience in L2 Application Support for banking applications, including at least 2 years in a lead role.
- Experience with Windows Server and Linux Server environments.
- Experience supporting Japanese-speaking users or Japan-based financial institutions is good to have.
- Experience with Azure DevOps and Application Support.
- Exposure to MAS technology risk management framework, general risk awareness, and IT infrastructure is good to have.
- Japanese language proficiency (written and spoken) to communicate effectively with Japan-based clients and stakeholders.

- Knowledge of IT service management principles (ITIL).

- Proficiency with ITSM tools such as ServiceNow and Jira.
- IT certifications such as ITIL Foundation, Microsoft certifications, or CompTIA A+. (good to have)

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Bhadoria Shilpalekha Vikas (R1876178)

JAC Recruitment Pte. Ltd. (90C3026)

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#countrysingapore

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Company Description