



PR/097324 | Assistant IT Executive - Application Support

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1600947

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

July 7th, 2026 10:18

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Assistant IT Executive (Application Support)

A well-established insurance company is seeking a motivated and detail-oriented **Assistant IT Executive (Application Support)** to join their team. This role offers an excellent opportunity to gain exposure to enterprise applications while supporting daily business operations in a collaborative environment.

Key Responsibilities**Application & System Support**

- Act as the primary or secondary IT contact for assigned business applications
- Provide day-to-day application support to ensure smooth operations
- Monitor system performance and ensure data accuracy across platforms

User Support & Incident Management

- Respond to user queries and troubleshoot application-related issues

- Log, track, and resolve incidents in accordance with IT procedures
- Collaborate with internal teams and external vendors to resolve technical issues promptly

UAT & Change Support

- Support User Acceptance Testing (UAT) for system enhancements and fixes
- Assist in validating system changes and confirming resolution with users
- Ensure proper documentation and closure of incidents

Operational & Coordination Duties

- Support daily IT operational tasks and system maintenance
- Provide timely updates to users on issue status and resolutions
- Follow IT policies, escalation procedures, and documentation standards

Requirements

- Diploma or Degree in Information Technology or related discipline
- At least 1 year of relevant IT support / application support experience (fresh graduates with relevant exposure are welcome)
- Hands-on experience with ITSM tools or ticketing systems (e.g. Jira)
- Basic knowledge of databases (e.g. SQL), networking, and IT infrastructure
- Familiarity with Microsoft Office 365 and collaboration tools
- Strong communication and interpersonal skills
- Able to multitask and work effectively in a team environment

Preferred Skills (Good to Have)

- Exposure to enterprise or financial systems
- Basic scripting or coding knowledge
- Understanding of business processes and data flows

Additional Information

- Candidates should be open to learning new systems and technologies
- Willingness to pursue professional certification in General Insurance (CGI) will be advantageous (sponsorship provided subject to terms)

Why Apply?

- Opportunity to work in a stable and well-established organisation
- Structured training and knowledge transfer provided
- Exposure to business-critical systems and stakeholder engagement

If you're looking to grow your career in IT application support within a dynamic environment, we encourage you to apply.

Jaspreet Kaur Sran (R22109724)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description