



CR/097378 | IT Help Desk (Identity Management Support)

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1602402

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 02:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

None

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 (extendable / renewable)

JOB RESPONSIBILITIES

- Provide first-level support for identity and access management incidents and service requests.
- Perform user account administration, including account creation, modification, deactivation, password resets, and account unlocks.
- Troubleshoot login, authentication, and access-related issues in accordance with established procedures.
- Assist users with access-related requests and provide clear, user-friendly guidance.

- Escalate unresolved or complex issues to the relevant support teams.
- Ensure compliance with security policies, access control requirements, and audit standards.
- Maintain accurate records of incidents, requests, and resolutions within the ticketing system.
- Support the maintenance of knowledge articles and contribute to process improvement initiatives.
- Deliver professional and responsive support while meeting service level targets.

JOB REQUIREMENTS

- Diploma or Degree in Information Technology, Computer Science, Information Systems, or a related field.
- Atleast 1 year experience in IT Support, Service Desk, Identity & Access Management (IAM), or User Administration.
- Strong focus on customer service, and problem-solving skills.
- Communicate effectively with both technical and non-technical users.
- Experience working with ticketing systems and following established procedures and support processes.
- Familiarity with Active Directory, Microsoft Entra ID (Azure AD), or similar identity management platforms.
- Knowledge of ITIL practices and information security principles is 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)

#LI-JACSG

#countrysingapore

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Company Description