


# CR/097487 | Applications support (L2)

## Job Information

**Recruiter**
JAC Recruitment Singapore

**Job ID**
1607187

**Industry**
IT Consulting

**Job Type**
Contract

**Location**
Singapore

**Salary**
Negotiable, based on experience

**Refreshed**
November 3rd, 2026 16:00

## General Requirements

**Minimum Experience Level**
Over 10 years

**Career Level**
Mid Career

**Minimum English Level**
Daily Conversation Level

**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 6-month agency contract role (extendable / renewable)

JOB RESPONSIBILITIES

- Provide both technical and non-technical support to users.
- Respond to and resolve user incidents, service requests, and inquiries while maintaining a strong customer service mindset.
- Take initiative to identify and address issues proactively.
- Ensure timely communication and follow-up with users regarding issue status and resolution.

- Accurately report incidents, business impacts, root causes, and workaround measures to management.
- Maintain detailed records of incidents, service requests, and resolutions.
- Prepare operational reports and support documentation for stakeholders.
- Work closely with L3 support teams and external vendors to resolve complex issues.
- Define, monitor, and enforce service level agreements (SLAs) with vendors and support partners.
- Perform basic application monitoring and health checks.
- Assist in troubleshooting infrastructure, application, and user-related issues.

JOB REQUIREMENTS

- Bachelor's degree or equivalent tertiary qualification in Information Technology, Computer Science, or a related technology discipline from a recognized institution.
- Atleast 8 years of experience in L2/Application Support, supporting banking environment.
- Professional certifications such as ITIL Foundation, Microsoft Certified, or CompTIA A+ are good to have.
- Any prior Application development experience is good to have.
- Exposure to MAS Technology Risk Management (TRM) guidelines, IT risk awareness, and financial institution infrastructure environments.
- Experience administering Windows Server and Linux Server environments.
- Perform application health checks and basic system troubleshooting.
- Knowledge of IT Service Management (ITSM) practices, ITIL.
- Experience using ITSM tools such as ServiceNow and Jira.
- Communicate technical issues clearly to both technical and non-technical audiences.

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

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: https://www.jac-recruitment.sg/privacy-policy
Terms and Conditions Link: https://www.jac-recruitment.sg/terms-of-use

## Company Description