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JAC Recruitment Singapore

CR/097513 | L2 Application Support Engineer

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1607789

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 1st, 2026 05:00

General Requirements

Minimum Experience Level

Over 10 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

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 L2 support for FAST payment systems and related banking applications.
- Investigate and resolve application incidents, service requests, and production issues.
- Monitor application health, perform operational checks, and support releases and enhancements.
- Coordinate with business users, vendors, and L3 teams to ensure timely issue resolution.

- Maintain support documentation, SOPs, and contribute to continuous service improvements.
- Manage multiple BAU and project-related activities while ensuring SLA adherence.

JOB REQUIREMENTS

- Bachelor's degree in IT, Computer Science, Engineering, or related discipline.
- Atleast 8 years of application support experience.
- Hands-on experience supporting FAST payments and payment-related applications.
- Good understanding of payment processing, banking operations, reconciliation, settlement, and accounting impacts.
- Experience supporting Customer Information File (CIF) and Commercial Off-The-Shelf (COTS) applications.
- Hands on troubleshooting, analytical, stakeholder management, and vendor coordination skills.
- Experience leading support activities and managing multiple priorities.
- Knowledge of PayNow, GIRO, SWIFT, ISO 20022, SQL, and monitoring tools such as Splunk, Dynatrace, or AppDynamics is advantageous.
- ITIL certification and exposure to banking regulatory environments 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