

シンガポールの求人なら
JAC Recruitment Singapore

CR/096071 | IT Help desk (1 year)

募集職種

人材紹介会社
ジェイエイシーリクルートメント シンガポール

求人ID
1563185

業種
ITコンサルティング

雇用形態
契約

勤務地
シンガポール

給与
経験考慮の上、応相談

更新日
2025年10月28日 10:34

応募必要条件

キャリアレベル
中途経験者レベル

英語レベル
無し

日本語レベル
無し

最終学歴
短大卒：準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

COMPANY OVERVIEW

My client is a Singapore-based IT solutions provider offering a wide range of services including system integration, cloud computing, cybersecurity, and business process outsourcing.

JOB RESPONSIBILITIES

User Support & Incident Handling

- Deliver frontline technical support through multiple communication channels, ensuring prompt assistance.
- Record and prioritize incoming issues and requests using a structured ticketing system.
- Conduct initial assessments and resolve or escalate problems in alignment with established support protocols.

- Monitor service queues to maintain timely issue resolution in accordance with performance standards.
- Keep users informed throughout the support process to ensure transparency and satisfaction.

Knowledge & Documentation

- Maintain and update internal documentation to support operational knowledge sharing.
- Record troubleshooting procedures and solutions to aid future issue resolution.
- Play an active role in refining support materials and optimizing workflow efficiency.

IT Provisioning & Access Management

- Perform software installations and basic hardware setup across user environments.
- Configure network connectivity, shared devices, and common resources for operational readiness.
- Administer access rights and manage software license distribution efficiently.
- Uphold internal standards for security and access control across systems and users.

Collaboration & Process Improvement

- Collaborate with cross-functional IT teams to troubleshoot and resolve advanced technical challenges.
- Contribute to ongoing service enhancement efforts and incorporate user feedback into process improvements.
- Assist with compliance activities and generate reports aligned with operational standards and performance benchmarks.

JOB REQUIREMENTS

- Holds a Bachelor's Degree in a relevant discipline, with foundational experience in IT support roles.
- Has at least one year of hands-on experience in help desk or technical support, preferably within financial services or related industries.
- Contributes to maintaining internal documentation and ensures alignment with service standards and operational frameworks.
- Collaborates effectively with IT teams to deliver consistent and reliable support services.
- Demonstrates proficiency in English and Japanese (for select roles), along with strong technical skills across Windows and iOS platforms. Japanese language skills (reading, writing, and speaking) to work with Japanese stakeholders and Japanese clients
- Possesses foundational certification in IT service management methodologies. (ITIL Foundation Certified)
- Has experience contributing to international projects or collaborating within globally distributed teams.
- Demonstrates professional exposure to banking operations in Singapore, with a strong grasp of local regulatory standards.
- Brings a well-rounded understanding of compliance requirements and operational best practices in financial environments.
- Adds value through a combination of technical expertise and familiarity with industry-specific governance frameworks.

Working Location: Singapore

Tey Tai Nian (Jerric) (R1552289)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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会社説明