



CR/096377 | L2 Application Support Engineer

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

1568043

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12月09日 10:33

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

基礎会話レベル

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

We are a premier IT services and consulting organization with a strong footprint across Asia and a global network extending to the U.S., Europe, and China. With over five decades of experience, we specialize in system integration, cloud solutions, cybersecurity, and digital transformation, serving enterprises across diverse industries, including financial institutions.

JOB RESPONSIBILITIES

We are looking for an experienced IT Help Desk Lead to oversee end-user support and enhance help desk processes within a financial services environment. This position requires a blend of technical expertise and exceptional communication skills to deliver outstanding service across local and international markets.

- Provide technical & non-technical support for Singapore Branch users with excellent customer service.
- Communicate professionally with users, technical teams, and management; report incidents accurately.

- Improve Help Desk processes, maintain logs, reports, and knowledge base; manage service requests.
- Support critical project cutovers and act as liaison during Go-Live; enforce SLAs with vendors.
- Maintain IT devices and track assets; understand IT infrastructure in financial institutions.

JOB REQUIREMENTS

- Degree in technology; ITIL, Microsoft, or CompTIA A+ certifications preferred.
- 5–8 years in IT support (2+ years in lead role), ideally in financial institutions.
- Experience with Azure DevOps, ServiceNow/Jira; strong ITSM knowledge.
- Excellent English communication
- Strong customer service, problem-solving, and collaboration skills.

Working Location: Singapore

Ng Siew Thien (R22107842)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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会社説明