



## CR/096755 | L2 Application Support

### 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

1581739

#### 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

2026年05月05日 10:00

### 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

日常会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 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

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 (renewable).

#### JOB RESPONSIBILITIES

- Experience in providing L2 support in banking services, operations, or service roles supporting banks.
- Experience with Windows Server and Linux Server environments.
- Hands on in performing basic application health checks.
- Experience supporting banking applications or systems used by financial institutions.
- Addressing and resolving user inquiries efficiently while delivering excellent customer service.
- Provide both technical and non-technical support for the Singapore Branch.
- Accurate reporting of information or incidents, including business impact and interim workaround measures.
- Maintain detailed logs of user requests and prepare thorough reports for stakeholders.

- Collaborate closely with L3 Support teams and vendors. The L2 Support role defines SLAs and ensures adherence by L3 teams and vendors.

#### JOB REQUIREMENTS

- Tertiary-level degree in technology from a recognized institution.
  - At least 5 years of experience in L2 Application Support for banking applications, including at least 2 years in a lead role.
  - Experience with Windows Server and Linux Server environments.
  - Experience supporting Japanese-speaking users or Japan-based financial institutions is good to have.
  - Experience with Azure DevOps and Application Support.
  - Exposure to MAS technology risk management framework, general risk awareness, and IT infrastructure is good to have.
  - Japanese language proficiency (written and spoken) to communicate effectively with Japan-based clients and stakeholders.
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- Knowledge of IT service management principles (ITIL).
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- Proficiency with ITSM tools such as ServiceNow and Jira.
  - IT certifications such as ITIL Foundation, Microsoft certifications, or CompTIA A+. (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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会社説明