



CR/097378 | IT Help Desk (Identity Management 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

1602402

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08月25日 02:00

応募必要条件

職務経験

1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

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

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 (extendable / renewable)

JOB RESPONSIBILITIES

- Provide first-level support for identity and access management incidents and service requests.
- Perform user account administration, including account creation, modification, deactivation, password resets, and account unlocks.
- Troubleshoot login, authentication, and access-related issues in accordance with established procedures.
- Assist users with access-related requests and provide clear, user-friendly guidance.

- Escalate unresolved or complex issues to the relevant support teams.
- Ensure compliance with security policies, access control requirements, and audit standards.
- Maintain accurate records of incidents, requests, and resolutions within the ticketing system.
- Support the maintenance of knowledge articles and contribute to process improvement initiatives.
- Deliver professional and responsive support while meeting service level targets.

JOB REQUIREMENTS

- Diploma or Degree in Information Technology, Computer Science, Information Systems, or a related field.
- Atleast 1 year experience in IT Support, Service Desk, Identity & Access Management (IAM), or User Administration.
- Strong focus on customer service, and problem-solving skills.
- Communicate effectively with both technical and non-technical users.
- Experience working with ticketing systems and following established procedures and support processes.
- Familiarity with Active Directory, Microsoft Entra ID (Azure AD), or similar identity management platforms.
- Knowledge of ITIL practices and information security principles 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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会社説明