

CR/097487 | Applications support (L2)

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
1607187

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11月03日 16:00

応募必要条件

職務経験
10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 6-month agency contract role (extendable / renewable)

JOB RESPONSIBILITIES

- Provide both technical and non-technical support to users.
- Respond to and resolve user incidents, service requests, and inquiries while maintaining a strong customer service mindset.
- Take initiative to identify and address issues proactively.
- Ensure timely communication and follow-up with users regarding issue status and resolution.

- Accurately report incidents, business impacts, root causes, and workaround measures to management.
- Maintain detailed records of incidents, service requests, and resolutions.
- Prepare operational reports and support documentation for stakeholders.
- Work closely with L3 support teams and external vendors to resolve complex issues.
- Define, monitor, and enforce service level agreements (SLAs) with vendors and support partners.
- Perform basic application monitoring and health checks.
- Assist in troubleshooting infrastructure, application, and user-related issues.

JOB REQUIREMENTS

- Bachelor's degree or equivalent tertiary qualification in Information Technology, Computer Science, or a related technology discipline from a recognized institution.
- Atleast 8 years of experience in L2/Application Support, supporting banking environment.
- Professional certifications such as ITIL Foundation, Microsoft Certified, or CompTIA A+ are good to have.
- Any prior Application development experience is good to have.
- Exposure to MAS Technology Risk Management (TRM) guidelines, IT risk awareness, and financial institution infrastructure environments.
- Experience administering Windows Server and Linux Server environments.
- Perform application health checks and basic system troubleshooting.
- Knowledge of IT Service Management (ITSM) practices, ITIL.
- Experience using ITSM tools such as ServiceNow and Jira.
- Communicate technical issues clearly to both technical and non-technical audiences.

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