



PR/158449 | SaaS HR System Operations Specialist

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1515577

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

April 22nd, 2025 10:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

A well known MNC consumer products company located in KL within public transport area is looking for SaaS HR System Operations Specialist. This role is responsible for the efficient operation of cloud-based HR Management System including supporting HR tasks and user needs, managing the system and assisting with global audit compliance. Additionally, the role involves analyzing and processing HR data to support decision making.

Job Responsibilities

System Operations and Maintenance

- Manage daily operations and maintenance of the cloud-based HR management system.
- Collect and analyze user requests, provide initial support, and communicate with the vendor.
- Identify automation opportunities in HR processes.

- Manage integration with legacy systems and ERP systems.

User Support and Training

- Develop training materials and conduct training sessions.
- Gather user feedback and implement improvements.
- Test new features and provide user training.

Reporting and Analysis

- Adhere to data privacy and security policies.
- Manage access processes and extract logs.
- Prepare data for global IT audits.
- Generate statistical data for decision-making.

Vendor Management

- Communicate and manage relationships with SaaS providers.
- Monitor compliance with SLAs and resolve issues.

Job Requirements

- Bachelor's Degree in Human Resources, IT, Business Administration or any related field
- Relevant certifications such as HRIS or IT-related certifications
- Minimum 4 years of experience in HR System use and understanding of Overall HR workflow
- Proficiency in PowerBI and data analysis tools
- Strong problem solving and communication skills with Saas providers
- Knowledge of HR related laws and policies
- Experience with SaaS HR Systems especially the ZingHR solution

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Company Description