



## 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**

March 25th, 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