



APPLICATION SUPPORT CONSULTANT

Shipping / Maritime ERP Software

LEVEL
Executive

LOCATION
Kuala Lumpur

TEAM
Service & Support

MARKET
Maritime ERP

Keep the world's fleets running. Join BASS's Service & Support team to deliver timely, effective technical support for our ERP applications. You will troubleshoot system issues, manage support tickets, and collaborate with internal teams to continuously improve system performance and the customer experience.

YOUR MISSION —

RESOLVE

Own the ticket

Manage support tickets end to end, ensuring timely resolution within SLA expectations.

COMMUNICATE

Keep customers informed

Communicate clearly and professionally throughout the entire issue lifecycle.

SOLVE

Find the root cause

Troubleshoot errors, data issues, and performance problems, then perform root cause analysis.

IMPROVE

Build lasting fixes

Identify recurring issues and contribute to long-term solutions and system stability.

SHARE

Grow the knowledge base

Contribute to documentation and guide users on best practices for using ERP systems.

MAINTAIN

Support upgrades

Take part in system upgrades, patching, and maintenance, and back up service desk operations when needed.

WHAT YOU BRING —

01

Education

Bachelor's degree in IT, Computer Science / Engineering, or equivalent.

02

Support experience

2–4 years supporting in-house applications or ERP systems in any IT industry.

03

ERP familiarity

Exposure to SAP, Oracle ERP, Microsoft Dynamics, or NetSuite, and to finance, procurement, HR, and supply chain workflows.

04

Database skills

Installing and configuring MS SQL Server with good working knowledge of SQL.

05

Support tools

Experience with Zendesk, ServiceNow, Salesforce, or equivalent. .NET programming is an advantage.

06

Communication

Excellent command of English and willingness to be on 24/7 standby. Maritime knowledge is a plus.

A GLOBAL TEAM —

CYPRUS

Commercial hub

HAMBURG

Product management

OSLO

Maritime expertise

KUALA LUMPUR

Development & innovation

WHY BASS —

MARITIME

35+ years

Deep industry software experience.

SCALE

1500+ vessels

Trusted by 100+ leading shipping companies.

REACH

Global market

International customers and teams.

IMPACT

Real ownership

Drive service quality and customer success.

THE OPPORTUNITY —

Be the expert customers rely on

Join a customer-focused Service & Support team where analytical problem-solving, ownership, and knowledge sharing keep integrated fleet management systems running across the globe.

FULL-TIME

Kuala Lumpur

24/7 standby rotation

READY TO SUPPORT MARITIME DIGITALIZATION?

Apply online or send your CV to

careers@bassnet.no