



# Desktop Support Engineer

## Job Description

### Our Team

Connecting the realms of traditional physical assets with cutting-edge digital ones, Mighty Jaxx is a leading urban culture company specialising in creating unique content that are developed into quality products across multiple categories such as art collectibles and lifestyle items, all powered by technology.

Since our inception in 2012, we have produced over 1,000 designs in collaboration with world-renowned artists and entertainment brands like Warner Media and Sesame Workshop, and have delivered over 1,000,000 units to collectors in over 60 countries.

Our team is made up of fast-paced, creative and fun-loving individuals with a goal to empower and engage every collector and artist around the world. This is core to everything we do and we pride ourselves in always taking an innovative, data-centric yet considerate approach in creating the right experiences, products and content for our collectors. With big dreams and a grand mission, we're looking for great like-minded people to join us.

### The Job

As our Desktop Support Engineer, you will be the go-to person as an IT expert for the business. You will need to embrace technology and process while being creative and flexible -- able to work both independently and with various teams. Your operational duties will include but not limited to new hire setups, exits, data backups and restores, software installation, hardware repair, printer support, imaging PCs, supporting video/voice systems, supporting common office applications, building new standard PC configurations etc.

### Responsibilities

- You will provide computer help desk support and technical training on hardware and software to end users
- You will troubleshoot Mac, Windows and other peripheral hardware and software for end users via phone, email, and service desk walk-ups
- You will help set up, maintain and upgrade servers, email accounts, VPN, and internet access for users via a stable and secure company network
- You will be in charge of ensuring proper provision of new equipments for end users
- You will help train new hires on new software and technology-related procedures via a smooth onboarding process



- You will perform set-ups, break-downs, and transports of equipment, such as monitors and desks on an as-needed basis for new and existing end users
- You will examine, design and implement new internal procedures to help improve efficiency and effectiveness. You will also ensure that appropriate processes and policies are being followed
- You will manage daily administration and asset distribution
- You will maintain and troubleshoot all audiovisual software, hardware, and equipment to ensure teleconferencing and videoconferencing calls run smoothly
- You will resolve all escalated technical problems
- You will maintain good relationships with both customers and vendors

### **Requirements**

- At least tertiary level in Computer Science, Information Technology and/or 5 years of working experience in related field
- Experienced in Windows, MS Office, Adobe and outlook set-up / use
- Strong understanding of networking concepts such as DNS, DHCP, Email, HTTP, SSL, OSI Model, and TCP/IP protocols and applications
- Comprehensive understanding of Mac OS from command line troubleshooting to resolving individual application failures
- Comprehensive knowledge of Windows -- in issues ranging from resolving registry conflicts to troubleshooting system crashes and performance issues.
- Experience with troubleshooting Windows and OSX Operating Systems, desktops and printers/ print servers
- Agile and exhibits a strong sense of urgency
- Exceptional professionalism and customer-service skills, motivated by complete customer satisfaction.
- Shows desire and ability to have an impactful conversation with users about their support needs and requirements
- Excellent in task management, verbal & written communication skills with strong follow-up
- Loves working in a team-oriented environment and highly motivated to provide a positive user experience
- Independent, creative, critical thinker and problem solver
- Must be comfortable working in a fast-paced, demanding environment, under immense pressure

### **Salary Range**

S\$3,200 - S\$3,600