



IT Manager

Job Description

Our Team

Mighty Jaxx is a unique future culture company that creates quality products across multiple categories such as art collectibles and lifestyle items, bridging the physical & digital world by powering it with technology. Since our inception in 2012, we have produced over 1,000 designs in collaboration with world-renowned artists and global entertainment brands like Hasbro, Sesame Workshop, Toei Animation and Warner Bros, delivering 5 million units of tech enabled collectibles to collectors in over 60 countries in 2020 alone.

We are proud to be an equal opportunity employer with a diverse, inclusive work environment and encourage our employees to bring their true fun-loving and high-energy selves to the workplace. With big, vibrant dreams and a culture of high performance in our workplace, you will always be engaged, empowered and feel positively challenged.

At Mighty Jaxx, we always extend our full support to the team to help them reach their full potential personally and professionally. If you love keeping up with the latest trends across different sub-cultures, love technology and are ready to embrace your creativity, we love to have you join us in creating the most unique experiences, products and content for our collectors!

The Job

As our IT Manager, 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 equipment 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, breakdowns, and transportation 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
- 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
- Team-oriented 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

To apply, please send an updated copy of your resume to HR@mightyjaxx.com