



<b>Desktop Engineer</b>	
<b>REPORTS TO</b>	Business Manager / IT Manager
<b>SUPERVISES</b>	N/A
<b>KEY RELATIONSHIPS</b>	Heads of Departments, Group and Regional IT
<b>LOCATION</b>	Dover Court International School, Singapore
<b>PURPOSE OF THE JOB</b>	
To assist the IT Manager and the IT department in daily operational support. To act as liaison with teachers and key stakeholders to support daily IT helpdesk requests.	
<b>DUTIES AND RESPONSIBILITIES</b>	
<b>Education and Experience:</b>	
<ul style="list-style-type: none"> <li>• Diploma / Degree in Information Technology or its equivalent. Certification in ITIL and CompTIA+ would be advantageous.</li> <li>• At least 2 years of relevant working experience in helpdesk or onsite support with strong support skillset.</li> <li>• Excellent communication skills</li> <li>• Basic knowledge of Windows, OSX, iOS, hardware, software, server and networking. Experience in Office 365 and Active Directory would be an advantage.</li> <li>• Excellent people skills</li> <li>• Ability to work under pressure and well with others and in a team environment</li> <li>• Fast learner in a fast pace environment</li> <li>• Ability to retain new skills</li> <li>• Experience working with different cultures</li> <li>• Proficiency in English is a must</li> <li>• Fresh graduates will be considered</li> </ul>	
<b>Essential Duties</b>	
This position includes, but is not limited to, the following essential functions:	
<b>Desktop Support</b>	
Responsibilities:	
<ul style="list-style-type: none"> <li>• Level 1 Help Desk duties-responsibilities will increase with training</li> <li>• Assist in troubleshooting, such as, but not limited to:</li> <li>• Password resets</li> <li>• Printer configurations, ordering and changing of toners</li> <li>• Desktop, laptop, Mac and other user device support</li> <li>• Break/fix, configuration issues, troubleshooting, software installations, hardware repair including in-house repair (projectors &amp; smartboards).</li> <li>• Assist in coordinating software/hardware requests in coordination with managers requirements.</li> <li>• Assist in Desktop/Laptop imaging, computer/mobile setup and distribution.</li> <li>• Devices supported under Desktop Support Scope include, but not limited to:</li> <li>• Desktop/Laptop/Smart Phone</li> <li>• iMac/Macbook/iPad</li> </ul>	



- Projector/Smartboard
- Audio Mixer/AV equipment
- Analogue CCTV/IP Camera
- VoIP Phone
- Participates in technological research by studying organization goals, strategies, and new technological resources for improvements.
- Assist in identifying the need for system and network upgrades, as well as configurations and storage updates.
- Assist in ensuring hardware/software security within the workplace.
- Assist in setting up and supporting AV equipment as and when necessary.
- Ensuring that all IT asset and inventory are tracked and up to date.
- Create and update technical documentation of operating procedures as needed

#### Audio/Video Support

- Supports Hall / Outdoor A/V requirements for assembly and events.
- Assists the Music Department with their technology and audio/video equipment.

#### Asset & Vendor Management

- Promotes responsible usage and care of company equipment.

#### Ad-Hoc Duties

- User relocation
- VOIP phone deployment & troubleshooting
- Media Wall related issues
- Change of printer toner, remove paper jam, increase printer credit
- Printer report extraction
- Vendor escort and assembly stand-by duties

### **OTHER RESPONSIBILITIES**

- All staff are required to manage effective personal development as part of the Company's commitment to invest in staff as the key resource in the organization.
- All Staff must ensure that they meet their statutory responsibilities with regards to Health and Safety, Equal Opportunities and other relevant legislation, and should conform to professional and ethical requirements.