

## **OTT Platform Support Engineer (Fresh Grad)**

WeWatch PTE. Ltd is a regional Live TV and video streaming service provider with business operations in South East Asia. The Company is headquartered in Singapore with subsidiaries in Indonesia and Cambodia. WeWatch is well-positioned to pursue a regional expansion strategy and provide value-added services to our users. They include Live TV, Videos / Movies On Demand, e-Learning, eSports & e-Gaming and Smart Community.

As a Support Engineer, you will be working with a talented team to maintain and enhance our OTT system delivering rich contents to our customer. You will work in close collaboration with the Technology & Product, Sales & Marketing and remote support team in foreign countries. The ideal candidate should have a good understanding of IT technology, mobile application configuration and/or website management. Hands-on experience with mobile application development and website development are highly preferable.

### **Responsibilities:**

- Manage the platform by service configuration and product administration
- Administration of the website by updating posts and forms
- Lead customer engagement through emails responses for customer queries
- Hands on testing/ troubleshooting of the platform including both hardware and application

### **Skills and Experiences:**

- Any related degree in Computer Science/ Computing Engineering or related field.
- Strong fundamentals in problem solving, and complexity analysis.
- Ability to troubleshoot and identify the root cause of issues under the pressure of time.
- Excellent interpersonal communication skills, with strong command of verbal and written English.
- Demonstrated skill and passion for operational excellence.
- Customer-focused mind-set, taking pride in creating an informative data-driven journey.

WeWatch is an equal opportunities employer and welcomes applications regardless of sex, marital status, ethnic origin, sexual orientation, religious belief or age.