

## IT/IS DESKTOP SUPPORT ENGINEER

NET-A-PORTER.COM is an established global Internet retailer of cutting edge luxury fashion labels, relied upon for its exceptional quality of service and eye for the next big thing. With an expanding domestic and global market, and revenues increasing month on month, critical strategic change is on the agenda, in order for us to achieve the objective of dominating our sector as a truly successful force in online retail.

As such we are seeking a talented Desktop Support Engineer to serve as the first point of contact for all NET-A-PORTER staff with desktop or general Windows problems, and as the escalation point for other queries. In addition to the user support, this role will have responsibility for all aspects of Windows desktop maintenance across the Net-a-Porter infrastructure. This currently extends across 4 communication rooms in 3 locations.

*"Net-a-porter has revolutionised the way we buy designer clothes." Vogue UK*

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### Responsibilities

- Desktop and Front Line System Support

Provide support for all NAP Desktop PC's, MACs, thin clients and hand held devices and carry out any such duties required to ensure the full operation of these devices and any applications running on them.

- NET-A-PORTER In-House Systems

NET-A-PORTER uses a number of custom-made systems to manage order and stock processes, developed in-house. This role will also be required to provide support for these systems.

### Essential Skills & Requirements

- Excellent Customer Service Skills
- Experience of providing windows desktop support in an Enterprise environment
- Particular experience of the following:
  - Active Directory (2003 preferred)
  - Windows XP professional
  - Laptops and remote users
  - Outlook, MS Office 2003+
  - HP Printers
  - HP/Compaq Desktops
  - Understanding of Networking and Internet typologies

- Cisco IP phones (not essential)
  - Smart phones, Win Mobile and Blackberry (desirable)
  - Numerate and with a good standard of education
  - Good Trouble-shooting and fault-finding skills
  - Articulate with excellent writing skills
  - Exceptionally organised and efficient, with a good dose of common sense and initiative.
  - Great sense of humour and attitude
  - Although not essential it would be an advantage to have experience of: Exchange Server (2003 preferred); HP/Compaq Servers; Adobe Photoshop
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**Hours:** 37.5 a week in a normal work week. Usual days will be Monday to Friday - Weekend rotation may also be required

**Location:** This role is currently based in Long Island City, NY 11101

Please note, this position will be moving to Mahwah, NJ in spring/summer 2011 and you will be required to work from there.

**To Apply**

Please send us an updated CV/Resume (including examples of relevant previous work) and a cover letter explaining why you feel you are suited to NET-A-PORTER and this role. These should be emailed to [jobs@net-a-porter.com](mailto:jobs@net-a-porter.com)

**EOE M/F/D/V. Qualified females and minorities are encouraged to apply.**

**NO RECRUITMENT AGENCIES PLEASE**