

SENIOR DESKTOP SUPPORT ADMINISTRATOR

NET-A-PORTER is an established global Internet retailer of cutting edge luxury fashion, 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 growth is on the agenda, in order for us to achieve the objective of dominating our sector as a truly successful force in luxury online retail.

This role interacts closely with the rest of the Corporate Systems Team to provide technical expertise and support for any associated systems. A key responsibility is to ensure that the targets of the Service Desk are being fulfilled and to provide support, knowledge sharing and assistance, and escalation where necessary to 1st and 2nd line staff at all NET-A-PORTER offices.

"NET-A-PORTER is doing exactly what most observers have always believed couldn't be done; it is selling cutting-edge fashion over the web." *Financial Times*

Responsibilities

- Providing support for all Windows based services and applications (Desktop and Server) at all NAP locations
- Providing support for Network Infrastructure at each NAP location and the web hosting centres
- Providing end user support on all corporate platforms including mobile devices
- Providing regular maintenance and updates to all applications and servers
- Monitoring all NAP systems to ensure error detection as early as possible
- Ensuring the security of network, desktop, server and mobile devices
- Ensuring uptime of all systems in line with any SLAs (annual target of 99.9%)
- Defining and delivering new corporate technologies in line with business requirements
- Project managing the delivery of new technology solutions and enhancements
- Consulting in the definition of strategic technology direction relating to corporate infrastructure
- Providing regular progress reports
- Ensuring assigned service desk tasks are kept up to date and that support issues are resolved
- Offering knowledge and mentoring of 1st and 2nd line support to enhance the overall support

- Being available and responding to calls as set out in the on-call roster
- Keeping asset and change management systems up to date at all times
- Standardisation and consolidation of all related services
- Documenting all work and ensuring measures are in place to allow others to pick up support and project work where necessary

General Server Maintenance and Enhancement

Ensuring the availability and stability of all corporate desktop, server, messaging, database, mobility and remote access services. This requires regular routine maintenance particularly where this may impact security or availability. This includes but is not limited to the following:

- Virus Protection and Updates
- Server Backups and Data Integrity
- System Logging
- Security Patching
- Capacity Planning and Management
- Wintel Services Monitoring and Alerting (Exchange, AD, Server, SQL etc.)
- Authentication and Security Management Protection
- Partaking in Disaster Recovery Planning and Operations
- Messaging Infrastructure Redundancy, Performance and Scalability
- Server Infrastructure Redundancy, Performance and Scalability
- Keeping all documentation and diagrams up to date and accurate
- Performing all daily checks consistently and resolving issues

Specific Server Maintenance and Enhancement

Ensure the availability and stability of all specific Wintel server systems. This requires regular routine maintenance particularly where this may impact security or availability. This includes but is not limited to the following:

- Exchange Email systems
- Citrix systems
- Active Directory systems and services
- Symantec Backup Exec systems
- Anti-virus systems
- HP Server hardware
- Cisco Networking technologies

Essential Skills & Requirements

- BA/BS Computer Science or equivalent
 - 3+ years experience as a network or systems administrator
 - Experience presenting technical information to internal and external audiences
 - Proactive, can-do attitude whose actions work toward continuous process improvement
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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

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

NO RECRUITMENT AGENCIES PLEASE