YOOX NET-A-PORTER GROUP

Job Title:
Desktop Support Engineer (Fresh Graduate is welcomed)

Summary:
This role reports to the Desktop Support Manager for APAC and interacts closely with the rest of the Enterprise Technology Services to provide technical expertise and support for any associated systems, in particular desktop systems within our warehouse, so an understanding of Distribution Centre hardware and applications would be desirable. This position will also interact with our UK Service Desk to ensure tickets are fulfilled locally.

Key Responsibilities:

- Providing support for all Windows and Mac based services and applications, as well as hardware and software solutions to end users
- Providing end user support for all corporate platforms including but not limited to mobile devices, handheld scanners and warehouse systems
- Providing regular maintenance and updates to all applications and desktop hardware
- Monitoring all Hong Kong desktop systems to detect errors as early as possible
- Following standard procedures for properly resolving support issues and to ensure security of desktop and mobile devices
- Ensuring that all desktop systems are in line with all SLAs without delay or issues
- Preparing documentations and progress reports as required

Skills and Experience:

- Bachelor’s Degree in Information Technology, Computer Science or equivalent
- Preferably with hands-on technical support experience in Windows and Mac environment, Active Directory, Exchange e-mail, mobile devices, and remote desktop user support in a corporate network environment
- Fresh graduates will also be considered if deemed appropriate
- Able to proactively identify and handle issues arising from the support process in a timely manner
- Good interpersonal skills for building good user relations
- Able to communicate effectively in English and Putonghua, and to prepare procedures, workflows and related documentation in English
- A good team player but also able to work independently when required

Application Method:
Email resume to HKRecruitment@net-a-porter.com