

# United Kingdom Jobs Expertini®

## First Line Support

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Company: ME+EM Ltd

Location: London Area

Category: other-general

Job Title: First Line Engineer Reporting to: IT and Systems Manager Location: Head Office, West London Work Type: Hybrid Hours: Full time, 37.5 hours per week, weekends on rota

About us: ME+EM is one of the UK's fastest-growing luxury fashion brands. As a direct-to-consumer business we operate in a truly omnichannel way, with an extremely successful online store, monthly mailings and stores in London, Edinburgh and concessions in Harrods and Selfridges. Our exciting growth continues in spring 2024 with the opening of our first US stores. At ME+EM we are an entrepreneurial, creative, and passionate group of people. We work hard, are enthusiastic to learn and are not afraid to take risks. Everyone contributes to our success at all levels, and that precisely what makes being a member of the team so rewarding. Our office and stores are always busy and fast paced, but we work just as hard to make sure it's fun, with social activities and biannual parties. We pride ourselves on being approachable, supportive, and welcoming and ensure that everyone's hard work is rewarded. It takes all these things to build a strong, successful business and our door is always open to new talent ready to contribute to our growth and evolution.

About the role: Due to exceptional business growth over the last 18 months, we are expanding the team and are looking for a First Line Engineer who will provide effective IT assistance across all aspects of the business and will provide backup and support to the IT Team. The position is responsible for supporting Windows PCs and Mac's also keeping an Up-to-date asset management list of all IT-related hardware/software. The position provides exposure to a broad range of IT-related projects and activities.

Your Responsibilities: Adhering to the standard of the IT Department Support All Operating systems; Windows / Mac OS Providing

desktop and server support. Configuring and maintenance of new laptops and desktops. Completing internal user moves, including phones. Patching of network and phones. Setting up new users and disabling expired accounts in accordance with HR requirements.

**Skills and Experience:** Prior experience is preferred within a support-focused role, ideally dealing with a technical product or service, but is not essential. Ability to problem solve within a technical environment. Strong communication skills. Strong customer service approach and team player. Strong work ethic and ability to work in a dynamic work environment.

**Employee Benefits:** 33 days annual leave for full time employees (25 days holiday + 8 bank holidays) A day off to celebrate your birthday. Pension Scheme Group Life and Income Protection Insurances Employee Assistance Programme (EAP) Length of Service Award Refer a Friend Scheme Staff uniform for retail employees Generous Staff and Friends and Family Discount Annual Volunteer Day Cycle to Work Scheme Tech Scheme Eye Care Vouchers Real Living Wage Employer Employee led committees Social events and biannual parties Enhanced maternity and paternity package after 2 years of service. ME+EM is an equal opportunities employer committed to fostering and preserving a culture of diversity, equality, and inclusion in our workforce. As an equal opportunities' employer, we do not discriminate against applicants based on race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We believe that diversity enriches our workforce and strengthens our organisation. Therefore, we encourage minorities, LGBTQ+ candidates, and individuals with disabilities to apply for opportunities within our company. Please note, due to the large number of applications we receive, we can only reply to those that are successful to the next stage.

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