



End User Compute Engineer – MIS

Baxters Food Group is a family-owned global business established in Scotland over 150 years ago who are best known for premium food brands. For four generations the Baxters family has experienced dynamic change by launching into new market sectors through acquisitions and new products. We're just as fussy about the people we employ as we are about the ingredients we use in our recipes. We employ people who are as passionate about our products as we are, after all food is one of the most competitive and fastest paced markets in the world. Our operational sites have strong local identities, and we are highly respected in the local communities in which we operate. We are extremely proud that we have committed colleagues who have worked for us for over 30 years.

We want our colleagues to develop during their amazing journey with us and make positive steps in their careers. We have a clear strategy to grow and to enable us to achieve this we have a fantastic opportunity for an End User Compute Engineer to bring fresh energy to our busy global MIS team.

This hands-on role is responsible for all IT End User Computing (EUC) activities and facilities, ensuring cost-effective IT tools are optimized along with education being provided to promote business productivity. The successful candidate will be responsible for continuous review of the EUC service offerings, seeking to improve and increase user satisfaction and deliver an excellent user experience. Operational Management of the EUC hardware and software estate will also be key, ensuring compliance, governance, security, version control, clarity of purpose and use. In addition, there will be responsibility for ensuring that the Baxters IT team and associated 3rd parties are meeting, and exceeding, expectations regarding performance against SLA's and KPI's.

Key ingredients for this role:

- Expertise in End User Computing technologies including, but not limited to, MS tools (Microsoft AD, Office 365) MS Security (InTune, MFA, Conditional Access), distribution\packing (MS Autopilot, SCCM, Windows) and Mobile device management (Apple DEP, iOS, Android).
- Solid hands-on IT experience across both IT & OT environments within a manufacturing industry.
- Ability to support the IT teams and users remotely to establish solutions for ongoing issues.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including EUC operating systems, applications, and associated hardware (e.g. Video Conferencing).
- Develop and champion Group-wide templates for deployment of EUC/Applications based on best practices and proven technologies for global regions.
- Develop maintenance schedules for EUC equipment to ensure security & operational effectiveness.
- Provide technical support across the EUC estate.
- Cloud application delivery & awareness of security (MS365, Azure etc.)
- Oversee, create & develop EUC operational & governance reports and documentation.



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- Strong communication, stakeholder management, problem management, and presenting skills.
- Oversee EUC related projects and project portfolio.
- Practical & pragmatic ITIL experience.

Relevant Experience

- Worked in a multinational, multi-time zone business with solid hands-on experience.
- 3+ Years' EUC / M365 experience, advantageous InTune.
- Delivered / consumed managed, on premise & cloud services.

Desirable Qualifications:

- ITIL certified.
- MCP, CCNA, MCSA or MCSE Certifications.
- Relevant graduate degree qualification in Computing.

Personal Qualities/ behaviors –

- Focus, reliability and capability to work independently to objectives.
- Customer focus, ability to understand the downstream impact of changes on the level of service.
- Good communication skills, ability to play an active part in a collaborative and supportive environment.

We are committed to ethical trade and basic human rights and we provide safe and hygienic working conditions which are monitored on an ongoing basis. As part of Baxters you will have access to our generous benefit package including:

Competitive salary

Enhanced pension contributions

Private Medical Insurance

Life Assurance cover

Discounted Baxters branded products

Generous holiday entitlement

Long Service Awards

Training & development opportunities

If you are looking for a new challenge in a fast paced and progressive family business then we may have the ideal career opportunity for you!

Hours: Full Time - 8.30 – 5pm **Location:** Edinburgh

If you are interested in this opportunity and have the appropriate skills and experience, then please apply by sending your CV and covering letter to our HR Department , Fochabers via careers@baxters.co.uk