



Group Service Desk Technician L2 Location:
South England, within the reach of Colchester, Birmingham and London.

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 a Service Desk Technician to bring fresh energy to our busy global MIS team. This role will also require frequent travel to our three England factories, with occasional travel to other Baxters locations.

Information technology is crucial to our everyday operations, from factory machinery, tills, warehouse automation and online activities. As we are constantly evolving our talented IT professionals are involved in a wide range of opportunities from maintaining our IT infrastructure, designing and delivering systems which provide flexibility and control whilst keeping our business cyber secure at all times. We seek problem solvers who are able to support the business by providing cost effective technological solutions and are able to demonstrate a strong team spirit.

Key ingredients for this role:

- A minimum of 3 years' experience working as 2nd line engineer.
- Experience working over multiple sites, providing a high level of IT support and service across a range of end user technologies in providing service desk case management and the co-ordination of technical support services within a global business.
- Knowledge of advanced computer hardware, including Mitel Telephone systems, Cisco, Dell networking.
- Experience with desktop and server operating systems, including Windows 10, Windows Servers, VMware.
- Extensive application support experience with Office 365 applications including Teams, and Outlook.
- A working knowledge of LAN, WAN, routing, and firewall technology.
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.
- IBM Lotus Notes and SharePoint desirable but not essential.
- Experience of both Office and Manufacturing environments desirable.



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Personal Attributes:

- Excellent communication skills with all levels of employees.
- Exceptional customer service orientation.
- Good time management and prioritisation.
- Keen attention to detail.
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Proven analytical and problem-solving abilities.
- Have a flexible working attitude and be a team player.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Professional and cheery outlook.

Qualifications:

- Higher Education Qualification relating to IT/Computing
- ITIL Foundation
- Microsoft Certified qualification
- Full U.K. driving license

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

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