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|  the finer detailsWhich site am I based at? Acorn House (Highbridge), (with some travel to other company sites)Which team am I a part of? ITWho do I report to? IT Service Desk LeadWho do I look after?N/ADo you have responsibility for a budget?N/Aqualifications & experience**Essential:*** IT Competent with good experience of Microsoft Systems such as Windows and Office
* Experience fixing IT hardware issues on laptops, printers, scanners and phones
* Ability to work when under pressure, and within tight deadlines
* Excellent time management skills with a good ability to prioritise heavy workload
* Excellent communication skills
* Ability to work at all levels within Yeo Valley
* Tenacious, positive attitude with a pro-active and methodical approach to problem solving
* Pragmatic problem solver, well organised with good time-management skills
* Full driving license

**Desirable:*** Technical qualifications + further education
* Experience working within in a technical support environment
* Experience administrating Microsoft Active Directory and Exchange email
 | IT Support Analystjob descriptionthe purpose of your roleProvide high levels of IT service within Yeo Valley via the IT Service Desk function.**Your responsibilities:*** Providing responsive, reactive and timely technical support to the business - being the first point of contact to the business for IT and Business System tickets.
* Applying and developing technical knowledge on issues relating to laptops, scanners, printers, tablets, networks and all other IT equipment in the Yeo Valley business
* Technical problem solving on all incoming issues, investigating, analysing, using detailed logical questioning to clarify problems and symptoms and working with end users to create, test and implement solutions.
* Use knowledge of the Yeo Valley business priorities and operations to provide high and appropriate levels of IT service to the business based on commercial priority and business criticality.
* Understanding of good practice and procedures (both practically and theoretically) relating to IT equipment and technical support
* Managing prioritizing and solving support tickets and calls throughout their lifecycle and be an interface between the business and the IT and Business Systems team.
* Project management with new business requirements involving handling, planning and delivering.
* Site visits and onsite support across all YV sites.
* Carrying out preventative maintenance checks to ensure the high availability and reliability of IT systems.
* Building workstations such as laptops, desktops, handheld scanners, tablets and phones.
* Administering Active Directory, Office 365, Teams Voice & Exchange.
* Checking and testing critical weekly and monthly backups and backup procedures
* Print management, setup & maintenance.
* Seeking continual improvements to IT Systems and processes.
* Administering and enforcing Yeo Valley's chosen IT cyber security and governance strategy.
* Providing Critical Business out of hours support on a rotating basis as per the IT out-of-hours strategy in order to support YV’s 24hr processing to support customer supply.
* Take responsibility for further training, learning and instruction in order to develop technical specialisms and areas of interest.
* Maintaining confidentiality of Yeo Valley intellectual property.
* Creating, reviewing and updating department documentation, policies and procedures.

what good looks like for this role**Systems Architecture**Level 1Knowledge of the system architectural model and the behaviour and structure of system components and sub-systems that work together to implement the overall solution.**Business Analysis**Level 2Translate internal Stakeholders’ requirements and Technology requirements into a strategic Application portfolio plan and manage the plan accordingly.**Business Intelligence**Level 1Knowledge of the data lifecycle from collection through process engineering, through to the analysis of data sets leading to the publication of information and aiding business stake holders to derive insight and potential trends.**IT Security**Level 2An understanding of IT security challenges and risks, and knowledge of IT security technologies and techniques to mitigate risks. Types of security include data security, application security, information security and infrastructure security.**Effective Governance**Level 1Effectively manages projects and programmes incl. processes, customs and policies that affect these. Manages the relationships between stakeholders and the company goals.**Service and Supplier Management** Level 2The ability to provide high quality Service Management that aligns the delivery of IS services with the needs of the business, through high-quality products services and the management of external vendors/services as part of the delivery framework. |

### HR use

Date of last review: Job reference no: Job level:

Job family: