



**Job title:** IT Support Analyst  
**Reports to:** Support Manager, UK and Ireland  
**Region:** Ireland  
**Based:** Dublin, Ireland  
**Salary:** Negotiable  
**Hours:** 40 hours per week. Service Desk hours are 8AM-4PM Monday to Friday but some flexibility will be required outside of these hours from time to time to cover emergencies/planned project work/colleague planned absences etc.

If, after successfully completing an initial period of induction and training, the successful candidate is deemed ready to take on this responsibility, there will be a requirement to join the out of hours support team on-call rota to provide IT Support cover to the Business outside of standard office hours. There is an additional allowance for taking part in this service.

#### **SUMMARY**

The ARYZTA UK and Ireland IT Service Desk provides support to the ARYZTA Bakery Production and Sales Business at a number of locations throughout the UK and Ireland. This role is to provide a first line point of contact for all IT requests and to support the ARYZTA Wintel Desktop and Server environment.

The candidate must be able to communicate professionally and cooperatively with both staff and other IT team members to provide support for incoming service request and incident resolution calls. Management of job queues in an efficient and timely manner is a must.

The role requires the individual to have the ability and willingness to support all aspects of the IT service including assisting and working with other ARYZTA IT support and project teams across the UK, Ireland and continental Europe where necessary.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The key responsibilities of the role include but are not exclusive to:

- To be a central point of contact for all IT infrastructure related requests coming from the UK and Ireland business units by phone, email and via the Service Now ticketing portal

- To manage the service and support request ticketing queue and to assign tickets to the relevant infrastructure technicians and to follow the life cycle of the request from initial logging to confirmation with the customer that the request has been completed and that the call may be closed
- To act primarily as first line IT support, e.g. Active Directory and SAP user account management, AD and SAP password resets, mobile phone setup and management, desktop OS and application support etc.
- To work (with or without other IT colleagues) on 2<sup>nd</sup> line IT Support and Service Requests and IT Operational tasks and projects in the areas of desktop, server, and network
- Troubleshoot and resolve desktop and server problems, diagnose and solve hardware and software incidents and problems
- Problem escalation to colleagues in other IT Teams where necessary
- Work with a variety of business and technical teams to enhance IT service
- Contribute to the documentation of IT policies, processes and procedures
- Install, maintain and support new applications and services
- Work to agreed SLA thresholds for incidents, service requests and problems
- Prioritise and manage several open cases and mini projects at any one time
- Establish a good working relationship with both the business and other IT colleagues
- Keep up to date with IT skills and appropriate certifications
- IT Systems monitoring

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#### KEY SKILLS, KNOWLEDGE and EXPERIENCE REQUIRED

- The ideal candidate will have very good levels of customer service and communications skills and ideally past experience working in an IT Service Desk environment with experience of an Enterprise ticketing system such as Service Now. Training will be given where appropriate.
- A cooperative and communicative team player with a willingness to learn and develop their skills and responsibilities within the team
- The ability to adapt to varying situations and circumstances and to handle pressurised situations should they occur
- This position requires being reliable, responsible, dependable, and fulfilling obligations. The candidate should be self-motivated with a desire to provide a best in class level of support. This role requires attention to detail and thoroughness in completing tasks.
- Willingness to develop and progress by self-study and certification, training, mentoring and participation in project work
- Proficient skills in the Microsoft desktop operating system Windows 8.1 & Windows 10 ideally with a recognised certification
- Proficient skills in the Microsoft server operating systems Windows 2012 R2 and 2016 ideally with a recognised certification
- Active Directory Administration
- Exchange 2013 Administration

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- Experience and knowledge of both Apple iOS and Android devices
- Ideally some experience and knowledge to basic to intermediate levels of cisco switch and router management and some experience of cisco telephony administration
- Ideally some experience and knowledge of an SAP ERP environment, specifically around client side tasks such as printer setup and with user setups and security
- Ideally some experience and knowledge of the VMware ESX platform
- Ideally ITIL Foundation level certification
- Network trouble shooting, TCP/IP and general WAN/ LAN troubleshooting
- Experience of Malware and anti-virus technologies such as Symantec Endpoint Protection

Please send you CV to [Sam.OBrien@aryzta.com](mailto:Sam.OBrien@aryzta.com)