

# Junior IT Support Analyst



Fresca Group is a major part of the fresh produce supply chain in the UK and beyond.

Through a network of companies, Fresca Group is an active investor from seed through to shelf in a fast-moving, competitive marketplace. Companies in the Fresca Group are growers, importers and wholesalers. They're ripeners, packers and providers of logistics solutions. The people in our group manage categories and products, linking with the world's best growers to create a powerful commercial proposition. Every major UK multiple retailer in the food sector is now served by a Fresca business. The Group maintains a strong reputation and a growing business in our wholesale activities too.

We want to make sure we have the right people in place to support our growth and we are now looking for a bright and enthusiastic Junior IT Support Analyst to join our IT team based at Paddock Wood, Kent.

As a Junior IT Support Analyst your role will be to provide IT help desk (1st / 2nd line) support to over 450 users across multiple sites, performing daily network tasks and to ensuring the IT service is consistent and adequately supported.

## Key accountabilities

- ▶ To install, maintain, and upgrade all IT equipment across the business
- ▶ To provide general support and excellent service to all users and to deal with support queries effectively and in good time in order to reduce staff downtime
- ▶ Support and train new colleagues to the department ensuring that they are fully aware of system backup procedures and the importance of effective teamwork within the department
- ▶ Ensure all helpdesk tickets are responded to in a timely manner and ticketing system is maintained with up to date call information
- ▶ Set-up and remove user accounts from the network, adhering to company governance policies
- ▶ Maintain asset tracking system and documentation, ensuring all assets are correctly allocated to the right areas, to ease traceability and recharge costs
- ▶ Providing weekend support on a rota basis

## Skills required

- ▶ Working knowledge of Windows OS and Office
- ▶ Flexible attitude with strong customer focus
- ▶ Strong interpersonal skills and a courteous manner with the ability to explain technical issues in non-technical language to customers
- ▶ Ability to prioritise workload effectively
- ▶ A curiosity and keen interest in emerging technologies
- ▶ An aptitude for problem solving and a proactive approach to identifying ways to improve the services provided within the IT Support team

Travel to other sites is a requirement of this role, therefore the ideal candidate must have their own transport and valid driving license.

If this sounds like the opportunity for you please submit your CV to:

[recruitment@frescagroup.co.uk](mailto:recruitment@frescagroup.co.uk)