



Principal purpose of the role:

- | |
|--|
| <ul style="list-style-type: none">• Provide 1st Line support to the user community and MIS business support team. |
| <ul style="list-style-type: none">• Be the first point of contact for the Service desk, and assign, and ensure all tickets have accurate information. |
| <ul style="list-style-type: none">• For all incoming tickets provide a first-time fix (where possible), assess impact and urgency, then escalate as appropriate to maintain SLA expectations |

Main accountabilities:

- | |
|---|
| <ul style="list-style-type: none">• Provide a first point of contact to all incoming request via the Service Desk, Telephone, Teams and e-mail, ensuring a courteous, timely and effective resolution of end user issues. |
| <ul style="list-style-type: none">• Document all pertinent end user identification information, including name, department, contact information and nature of problem or request. |
| <ul style="list-style-type: none">• Prioritise and schedule tickets and escalate problem (when required) to the appropriately experienced technician. |
| <ul style="list-style-type: none">• Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications. |
| <ul style="list-style-type: none">• Record, track and document the service desk request ticket resolution process, including all decisions made, and actions taken, through to final resolution. |
| <ul style="list-style-type: none">• Apply diagnostic utilities to aid in troubleshooting. |
| <ul style="list-style-type: none">• Test fixes to ensure problem has been adequately resolved. |
| <ul style="list-style-type: none">• Perform post-resolution follow ups with the end users. |
| <ul style="list-style-type: none">• Develop help sheets and FAQ lists for end users. |
| <ul style="list-style-type: none">• Identify and learn appropriate software and hardware used and supported by the organization. |
| <ul style="list-style-type: none">• Assist in the deployment of new hardware to end users as required. |
| <ul style="list-style-type: none">• Alert management to emerging trends in incidents. |
| <ul style="list-style-type: none">• Assist in software releases and rollouts, including communication to the end users. |
| <ul style="list-style-type: none">• Issue, Track and record changes in assets as set out by the company policies |
| <ul style="list-style-type: none">• Adhere to IT SLAs and manage end-user expectations. |
| <ul style="list-style-type: none">• Work in line with departmental and company policy. |

Structure:

Direct report to: Group Service Desk Manager

Location: Fochabers



Post Description
Group Service Desk Apprentice
Location: Fochabers

Key ingredients for this role:

- An individual with a real passion for IT
- Strong fundamental knowledge of Information Technologies
- The ability to operate as a member of a team and work unsupervised
- Excellent communication skills with all level of employees
- Good time management and prioritisation
- Good interpersonal skills
- Professional and cheery outlook
- Able to grasp new concepts quickly and efficiently.

Qualifications:

- You must have at least 5 National 5 grades, qualifications must include Information Technologies, Maths and English.

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 benefits package including:

Competitive salary
Enhanced pension contributions
Private Medical Insurance
Life Assurance cover
Health Cash Plan
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 - 8.30am – 5pm, 37.5 hours per week