



**Post Description**  
**Group Service Desk Engineer**  
**Location: Edinburgh**

**Principal purpose of the role:**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Provide 1<sup>st</sup> Line support to the user community and IT business support team.</li></ul>             |
| <ul style="list-style-type: none"><li>• Serve as the first point of contact for the Service Desk</li></ul>  |
| <ul style="list-style-type: none"><li>• Perform remote and in-person troubleshooting through diagnostic techniques and pertinent questions.</li></ul> |

**Main Accountabilities:**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Record all decisions and actions taken on a ticket through to final resolution.</li></ul>     |
| <ul style="list-style-type: none"><li>• Build rapport and elicit ticket details from users.</li></ul>                                 |
| <ul style="list-style-type: none"><li>• Prioritise and manage several open issues at one time</li></ul>                               |
| <ul style="list-style-type: none"><li>• Test fixes to ensure the problem has been adequately resolved</li></ul>                       |
| <ul style="list-style-type: none"><li>• Perform post-resolution follow-ups with the end users</li></ul>                               |
| <ul style="list-style-type: none"><li>• Develop help sheets and FAQ lists for end users.</li></ul>                                    |
| <ul style="list-style-type: none"><li>• Document technical knowledge in the form of notes and manuals</li></ul>                       |
| <ul style="list-style-type: none"><li>• Direct unresolved issues to the next level of support personnel</li></ul>                     |
| <ul style="list-style-type: none"><li>• Alert management to emerging trends</li></ul>   |
| <ul style="list-style-type: none"><li>• Assist in software releases and rollouts, including communication to the end users.</li></ul> |
| <ul style="list-style-type: none"><li>• Assist in the deployment of new hardware to end users as required.</li></ul>                  |
| <ul style="list-style-type: none"><li>• Work in line with departmental and company policy.</li></ul>                                  |

**Structure:**

Direct report to: Group Service Desk Manager

Location: Edinburgh



**Post Description**  
**Group Service Desk Engineer**  
**Location: Edinburgh**

## **ADVERT**

Baxter Food Group is a family-owned global business established in Scotland over 150 years ago that is best known for its premium food brands.

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 world's most competitive and fastest-paced markets. Our operational sites have strong local identities, and we are highly respected in the local communities in which we operate. We are extremely proud to have committed colleagues who have worked for us for over 30 years.

We want our colleagues to develop with us during their amazing journey and make positive career steps. We have a clear strategy to grow, and to enable us to achieve this, we have a fantastic opportunity for a Service Desk Engineer to bring fresh energy to our busy global MIS team.

Information technology is crucial to our everyday operations, from factory machinery, 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 to designing and delivering systems which provide flexibility and control whilst keeping our business cyber secure at all times. We seek problem solvers who can support the business by providing cost effective technological solutions and demonstrating a strong team spirit.

### **Key ingredients for this role:**

- College diploma or university degree in the field of computer science and/or 2 years Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.
- Experience with Windows 10, and Office 365 applications, including Teams, and Outlook
- A working knowledge of LAN, WAN, routing, and firewall technology
- Ability to diagnose and troubleshoot basic technical issues
- Broad knowledge of current business software packages
- SharePoint knowledge is desirable but not essential

### **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.



**Post Description**  
**Group Service Desk Engineer**  
**Location: Edinburgh**

- 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
- 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

**Location:** Edinburgh