

Job Vacancy – IT Administrator

Location: Interfood Technology Head Office, Haddenham, Buckinghamshire.

Summary:

Interfood is a specialist sole distributor in the UK and Ireland to many of the world's leading manufacturers of food processing equipment.

We have an opening for an **IT Administrator** to join our busy team at our Haddenham Head Office, to act as 1st line helpdesk support within our IT department, a new position required due to company growth. This is an entry-level role that is best suited for someone who is looking to begin their IT career.

The successful candidate will be part of and support, the IT team to ensure continuity of business operations, working within the “Interfood Company Values” ethic.

We are seeking a friendly, and confident person who may or may not have had previous experience in a similar role. If you are a candidate who has a keen desire to start their IT career and learn the tools of the trade, this position is perfect for you. Reporting to the IT and Business Projects Manager, you will be part of a team of three handling end-user, networking, and critical systems issues. Part of the onboarding process will include teaching you how our systems work and mentoring you to perform the role with clear communication, patience, and accountability so that you become confident in the role and your own abilities.

You must be able to demonstrate good communication skills, both written and spoken, and good knowledge of commonly used software (i.e. Microsoft Office, Adobe Acrobat, Windows Operating Systems, Active Directory (not essential)) is preferred. Previous experience on a helpdesk team is not essential, as training will be provided.

Candidates should thrive under pressure, possess excellent time/workload management skills, be organised, punctual, and have enthusiasm for their work. If you love working in a dynamic, evolving environment that is using the latest industry software, we’re excited to discuss this position with you.

Responsibilities include (but are not limited to):

- 1st Line Helpdesk support, being the point of contact to end-users and escalating issues to 2nd Line where required, logging all support requests, and resolving them in a timely fashion.
- Asset distribution and repair, this includes the repair of laptops, iPads and iPhones – training provided.
- Network and telephony uptime, ensuring that the network remains operational and accessible, in co-ordination with colleagues.
- Core systems and end-user uptime, ensuring that critical systems remain operational and accessible, in co-ordination with colleagues.
- End-user training, providing instructions and videos where required to train staff.

- Patch Management, ensuring that devices are receiving and installing software updates regularly as part of our ongoing security best practices.
- Out of hours availability during disaster recovery events.

Person specification

- As an important member of the IT team, you will meet all members of the organisation and must be able to clearly communicate complex problems in a way that is easily understood, no matter the person's technical prowess.
- The chosen candidate should be patient, confident and passionate about technology.
- The candidate must be willing and eager to learn.
- The candidate should be interested in beginning a career in IT.

Qualifications and Skills:

- GCSEs or equivalent required.
- Experience fixing/building own PC preferred but not essential.
- Experience in customer service / people-facing roles is useful.
- Good communication skills, both written and verbal.
- A passion for people, processes, and efficiency.
- A quick learner with a positive, 'can do' attitude.

This is a fast-paced environment so the ability to think on your feet, prioritise your workload and enjoy being busy is essential.

Candidates must be eligible to work and live in the UK.