

United Kingdom Jobs Expertini®

IT Assistant

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Company: ofi

Location: United Kingdom

Category: other-general

The chances are you've already experienced a little of **ofi** today. One in five chocolate bars produced anywhere in the world use our cocoa beans and products. We supply enough coffee beans to brew over 90 billion cups of coffee and our nuts, spices and dairy products are used in millions of products around the world. But we don't just source or grow the raw materials for these products: our team of chefs and food scientists are working closely with our customers, sharing our fresh ideas to inspire new concepts. **Making it real** at every step, from plant to palate. Formed in early 2020, **ofi** stands for Olam Food Ingredients and is a part of the Olam Group.

ofi is a global leader at the forefront of food & beverage consumer trends. Through its complementary portfolio of cocoa, coffee, dairy, nuts and spices **ofi** delivers sustainable, natural, and plant-based ingredients & solutions to its global and diversified customer base. **ofi** have 20,000+ employees, is in 51 countries and supplies food and raw materials to over 8,000 customers.

We're also driven by our Purpose – **'Be the change for good food and a healthy future'**. By working **with** you'll be helping to create real impact on the ground.

Sustainability is built into our business model - from our offices to our farming operations and supply chains, we're acting across issues as diverse as farmer poverty, deforestation and greenhouse gas emissions.

Job Role Summary

Information Technology Services perform a critical role in supporting and managing the firm's computer systems and equipment alongside providing support services.

Based out of London you will provide IT support to our sites in London, Goole and Liverpool. In this role you will be responsible for supporting all aspects of the IT systems and services. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development in accordance with the firm's strategic plan and IT plan.

Key Responsibilities

Provide first point of contact for IT Support.

Install and configure computer hardware operating systems and applications.

Assist staff through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues.

Troubleshoot technical issues to resolution and/or escalate to supplier or partner organisations as required.

Log all incidents and service requests in designated Helpdesk system.

Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure operational efficiency.

Ensure system and data security is maintained at a high standard, ensuring the integrity of the network is not compromised.

Expedite the repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers in a timely manner.

Monitor performance of systems, ensuring issues are appropriately escalated and resolved.

Provide technical assistance to project teams and undertake technical project roles when required, supporting the roll-out of new applications and solutions.

Demonstrate commitment to and promotion of a culture of service excellence and continual improvement within the IT team.

Maintain and develop excellent working relationships with key suppliers, conducting

dealings in a professional and appropriate manner.

Assist with ongoing development of related firm policies and procedures, including appropriate controls around organizational change management.

Help connect Zoom or MS teams meeting on Poly VC.

Role competencies

Display confidence when dealing with people, with well-developed written and verbal communication skills.

Communicate well with staff and suppliers, exhibiting excellent listening skills.

Demonstrate high standards of professional behavior when dealing with suppliers, staff and clients.

Ability to investigate issues and requirements and identify and prioritize appropriate solutions.

Ability to adapt and adjust to changing processes, constantly seeking process improvement.

Ability to maintain detailed and accurate records.

Ability to build professional relationships with key stakeholders and staff.

Demonstrated interest in technology advanced within the firm.

Requirements

Relevant work experience as IT assistant preferably in an international corporate environment.

3+ years of experience in IT Support.

Relevant IT knowledge and/or qualifications/experience in the following areas: Windows Server, Windows 10 & Microsoft Office.

Learning attitude when it comes to developing your IT skillset

Demonstrated understanding of IT Management.

Flexibility to travel to the London, Goole and Liverpool.

Flexibility to incidentally work on the weekends.

Ideally able to start as soon as possible.

Work permit

ofi will only consider candidates that have the legal right to work in the United Kingdom, without requiring sponsorship. During the recruitment process ofi will ask to provide proof of the legal right to work in the UK for administrative purposes.

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