



## Excellent Opportunity in our IT Department

### IT Helpdesk Analyst

S&A Produce is one of the UK's largest independent strawberry growers. The Group, which also has berry growing operations overseas, uses modern and innovative growing techniques to drive and support its year-round soft fruit business. Our principal customers include the major multiple food retailers.

The very nature of fresh produce guarantees frequent issues that demand instant action to resolve. However, you can feel confident that there is no better place to be, you will be working with good people, people that have genuine passion, tenacity, and dedication to support us in our version of becoming a flagship UK grower.

We are excited to offer the opportunity for the following full-time, permanent vacancy within our IT Department, based in Marden, Herefordshire

### IT Helpdesk Analyst

Manage the helpdesk software by prioritising, triaging, and resolving all IT support tickets. Provide timely, accurate, and easy-to-understand advice to all members of the business. Deliver support in a friendly, customer-focused manner to maintain strong working relationships across the business. Ensure the role combines the right technical and administrative skills and communication abilities to support both users and IT management effectively.

#### KEY RESPONSIBILITIES

1. To manage help desk ticket queues by assigning and completing workload based on business priorities, working with the wider IT department.

2. Provide clear, responsive, and customer-focused support to all users in person, via email, telephone, or through remote tools in a way which is easy for users to understand and apply.

3. To identify problem themes and redundant manual processes, suggesting and implementing automation solutions with the wider IT team.

4. Support with the maintenance and creation of training manuals, and improvement of user guides, training materials, and documentation.

5. Accurately triage and escalate issues to the appropriate IT team members or external providers where required. Manage the day to day relationships with external providers.

6. Provide accurate and detail records of issues raised and resolutions within the help desk system.

7. Support IT operations by assisting with the administration of systems, and third-party supplier contracts.

#### We offer:

- Competitive salary
  - 33 days annual leave
  - Range of financial & wellbeing benefits
  - Scope to uncover your potential with a rapidly expanding, independent business.
- Please apply by email to:  
[ruthjoesbury@sagroup.co.uk](mailto:ruthjoesbury@sagroup.co.uk) and attach an up to-date CV.

S&A Group is an Equal Opportunities Employer.



GLOBALG.A.P.



Strategic member  
Herefordshire  
& Worcestershire  
Chamber of Commerce



INVESTORS  
IN PEOPLE