



Excellent Opportunity in our IT Department

There is barely a part of our lives that does not depend on technology. Information technology has changed our lifestyle and social behaviour, it has connected the world.

The role of Information technology in the agricultural sector is becoming more and more visible. Digital technologies including the Internet, mobile technologies and devices, data analytics, artificial intelligence, digitally delivered services, and apps are changing agriculture and the food system.

Generations of working together for the long-term viability of the businesses and the long-term improvement of the food system means that when you work at S&A you are part of a large, dedicated community, and our family values permeate our business.

We are excited to offer the opportunity for the following full-time, permanent vacancy at our farm in Marden, Herefordshire:

IT Support Advisor

As an IT Support Advisor, you will provide an effective level 1 end-user support and functional administration for the company IT department. The role is roughly split 70% support, 30% administration tasks.

The main duties and responsibilities include:

- Assist directly with end-user support providing Level 1 end-user support.
- Triaging helpdesk tickets where necessary.
- Setup of end-user equipment and software in line with company standards.
- Administration of end-user email, application, and security accounts.

- Administer 3rd party contracts liaising with suppliers for day-to-day procurement.
- Reporting of support metrics, on a monthly basis through administration of the company helpdesk system.
- Management of the IT assets database and process.
- Provision of IT induction meetings for new starters.
- Support the IT Project Manager and Infrastructure Engineer as needed.

The successful applicant will have:

- Good written and verbal English.
- Great people skills / telephone manner.
- An enjoyment of and aptitude for problem-solving.
- Highly organized in approach to administration.
- A keen interest in IT/Technology, and a willingness to learn, with a desire to build a career within IT.
- Good computer literacy and knowledge of Microsoft Office applications and Microsoft Windows operating system.
- Effective communication & engagement skills when communicating at all levels.
- Experience working in an IT environment would be desirable.

Core working hours are Monday-Friday 0830 - 1700 with a requirement to be on call one in four weekends.

We offer a competitive salary, 33 days annual leave, pension contributions and scope to uncover your potential with a rapidly expanding, independent business.

A full Job Description is available upon request.

Applications to: jokennedy@sagroup.co.uk



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