UK Agri-Tech Centre JOB DESCRIPTION

Job Title:	IT Support Officer
Reports to job title:	IT Service Delivery Manager
Department	Operations
Location:	Attached to any UK ATC Hub, Northern (Edinburgh), Midlands (Edgmond), York
Salary:	£26,000 - £28,000

About Us

The UK Agri-Tech Centre is a new organisation launched on 1 April 2024 and created from three of the original Agri-Tech centres.

Utilising our UK-wide assets, world-class facilities and expertise, our new organisation is a gateway for funding programmes, such as the Farming Innovation Programme and Horizon Europe, and provides benefits to the whole supply chain, the UK economy and beyond.

We offer a complete life cycle of support, driving Agri-Tech innovation and adoption through world-class facilities, expert knowledge and business support accelerating progress.

We strengthen the connections between science, business, and funders to accelerate research and development tackling the industry's most critical challenges such as climate change, labour availability, disease mitigation and environmental sustainability.

Job Purpose

The IT support officer will provide daily IT support to staff across the ATC through the IT helpdesk and direct enquires.

They will support on the implementation of new systems, helping to train and upskill staff.

They will assist with the onboarding of new starters ensuring IT access and the necessary equipment is in place from day 1.

Main Duties

- Support and implement IT policies, processes and procedures for employees.
- Support the business' approach to quality by means of data protection, GDPR and valid accreditation.
- Coordinate with third party IT suppliers who supply day to day IT support and hardware.
- Support the training of staff to adopt and maximise the use of IT systems.
- Support IT aspects of office moves, onboarding new suppliers and systems.
- Deliver the IT helpdesk function
- Monitor, control, and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Assist in planning for major service developments and their implementation.
- Keep abreast of new technological developments in IT and present proposals with recommendations

- Carry out IT maintenance and software installations.
- Maintain the IT asset register and monitor equipment loans

Organisation Chart
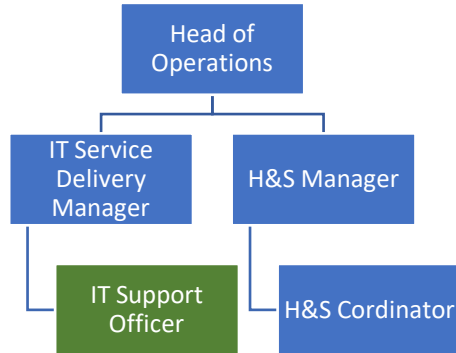
Qualifications, Skills and Experience

- Certification in core Microsoft products such as Office 365, SharePoint, Teams and IT security packages.
- Experience supporting and managing Microsoft Teams in a large organisation.
- IT Helpdesk experience
- Demonstrable experience delivering a high level of customer service
- Prioritise workload and work in an organised manner
- Excellent and demonstratable written and verbal communication skills.
- To be able to work under pressure to meet deadlines.
- Experience working with 3rd parties and 3rd party delivered services.
- Team player committed to working collaboratively with teams at different skill levels and with varied motivations across multiple locations.
- Good understanding of the key principles of GDPR and data protection.
- Experience in training staff members with new system and software adoption

Additional Information

Some travel to ATC sites may be required

Application Process

Please submit a CV to Siobhan@clarkehrconsulting.co.uk by 8/5/24