



### **IT Service Desk Technician (6-month fixed-term contract)**

VitaFlo (International) Ltd are currently looking to recruit a full-time IT Service Desk Technician to work at its head offices just outside of Liverpool city centre on a 6-month fixed-term contract. The role will involve working within the IT department to provide first line IT support in the areas of software and hardware, as well as handling IT queries from various stakeholders across the business.

### **Who are we?**

We are part of Nestlé Health Science and continue to expand our global footprint with a worldwide presence in Clinical Nutrition. Behind our pioneering company are people who drive breakthroughs in research and development, creating innovative impact.

Our employees are at the heart of what we stand for with 96% saying they are proud to work for us and 94% recommending VitaFlo as a good place to work.

Our Headquarters, based in Liverpool, is the hub of innovative and creative activity. We strive to be at the cutting edge of our industry sector with patient's needs being at the forefront of our mind. We work collaboratively, share our knowledge and expertise and above all love what we do and why we do it.

### **What can you expect?**

As the IT Service Desk Technician, your main responsibilities will consist of the following:

- Handle requests submitted on the IT Service Desk and other alternative methods
- Maintaining the IT and end user knowledge base
- Receive, record and track all IT requests from users
- Handle requests and incidents timely and efficiently, ensuring users are updated on status
- Set up new equipment and upgrading existing systems
- Creation and maintenance of user accounts including access permissions for IT managed systems
- Service and fix equipment including laptops, desktops, mobile devices and printers

### **Who are we looking for?**

For this role, we are looking for applicants who possess the following:

- College level educated in computing, IT or other related discipline as a minimum
- Experience within a similar role is desirable
- Technical knowledge of Windows 7/8/10 and Office 365
- Positive mindset and open to learning new technologies
- Excellent organisational skills that reflect the ability to prioritise workload

- Strong analytical mindset with the ability to problem solve
- Ability to work under pressure
- Effective communication skills
- Able to work independently and as part of a team
- Strong attention to detail
- Self-motivated and enthusiastic

### **What we will offer you**

- Competitive salary
- Excellent working conditions
- Study support
- Employee recognition scheme
- Volunteering opportunities
- Employee Assistance Programme
- Discretionary bonus scheme (subject to qualifying period)
- Gym membership (subject to qualifying period)
- Employer pension contribution (3% rising to 5% subject to qualifying period then matched up to a maximum of 10%). Employee minimum contributions apply
- Private healthcare (subject to qualifying period)
- Cycle to work scheme (subject to qualifying period)
- 25 days' annual leave plus bank holidays and Christmas shutdown
- Option to buy / sell annual leave
- Life assurance
- Free on-site parking

### **What next?**

Do you think your skills match what we are looking for? Then get applying!

Please email a copy of your CV with a covering letter across to [hr@vitaflo.co.uk](mailto:hr@vitaflo.co.uk) along with any questions you may have.

Closing date for applications is **Wednesday 2nd February 2022**.

Vitaflo (International) Ltd is committed to equal opportunities and values the diversity of all people. We treat people fairly and with dignity, respect, inclusion and belonging.

We accept job applications in a variety of formats and should you need any documents in a different format or require any further support or assistance, please contact the HR department via email on [hr@vitaflo.co.uk](mailto:hr@vitaflo.co.uk)