

HUNGRY FOR A CHANGE?

South Lincolnshire / Peterborough



Geest PLC is one of the leading fresh prepared chilled foods and produce companies in the UK with a current turnover in excess of £660 million. The Geest Group employs nearly 10,000 people, around 9,000 of whom are based in the UK with overseas sites in Belgium, France and South Africa. We plan to build upon our market leading position within the UK and significantly extend our European operational network. Owing to our high rate of growth we have seen a 25% net increase in the number of jobs in the last three years. Information Technology is at the heart of this expansion. The Geest Information Systems department based at Spalding, Lincolnshire comprises a team of over 70 dedicated and highly skilled analysts. They support the businesses across the UK and Europe, providing support for a user community in excess of 1,750. Our business units deserve the highest level of support available, and our remit is to provide that. This requirement manifests itself in the calibre of people we employ and our commitment to the ongoing training and development of those people. We will only recruit those with a proven 'customer first' approach. Our business is fast moving and ever changing and you will need to adapt to this varied working environment. For all of the roles a passion for customer service combined with the ability to use your own initiative to manage a heavy workload is of paramount importance. Your communication and personal presentation skills will be expected to be high. For all of our positions we offer a competitive salary, with the training and benefits you would expect from a leading UK company where employees count.

HELP DESK ANALYST x2

You will be operating in a busy call centre environment, (around 1400 calls per week), providing phone based first line resolution of IT & Telecom related issues, monitoring of systems / networks and be responsible for dealing with user account administration, technical orders, and general IT enquiries.

The help desk team deliver a high percentage of first time fix and are responsible for technical quotations, training booking and providing clients with updates on open calls.

You will have a wide range of technical and user knowledge across Microsoft operating systems and desktop products. Previous operation of a help desk and ACD system would be preferred.

DESKTOP ANALYST x2

You will be providing second line resolution of IT and Telecom related issues and take responsibility for dealing with general queries and enquiries. This includes taking responsibility for all desktop needs; software installations, desktop configuration and the purchasing, specification and upgrading of desktops and laptops.

You will have excellent diagnostic and proactive management experience with Microsoft operating system and application software, and be used to providing proactive management of desktops on an enterprise level. Previous experience of the setup and use of SMS (or similar), automated patching / application rollout and proven involvement of desktop migration projects is strongly preferred.

INFRASTRUCTURE ANALYST x2

The Infrastructure team provides reactive and pro-active support and monitoring of business critical servers, applications and networks, provide business consultancy and are responsible for the delivery of major IT projects.

Applicants will need to have strong Windows NT & 2000 server skills with proven proactive experience of supporting W2k in an enterprise environment. You will have proven support and management of corporate size local and wide area networks, SQL server, email systems, server monitoring and IT security. Candidates with previous proven experience of migrations of server OS's and enterprise email systems will be preferred. You should also have experience of systems documentation.

For both the desktop and infrastructure analyst roles, you need to be flexible in travelling as regular site visits in the UK and Europe will result in overnight stays. A rota system providing 7 day x 24-hour business critical call out is operated within both teams.

QUANTICA *technology*
www.quantica.co.uk

Interested? Post or email your CV with details of your current salary/package to our retained consultant:

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