

## IT Analyst

Phone :  
Web :



### Job Summary

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Vacancy :  
Deadline : Sep 15, 2024  
Published : Aug 15, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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Aspire Bakeries is a North American baking company with a leadership position in specialty frozen baked goods. Formed from leading bakery companies, its innovative food portfolio includes breads, artisan breads, buns, cookies, donuts, muffins and pastries from beloved brands like [La Brea Bakery®](#), [Otis Spunkmeyer®](#), and [Oakrun Farm Bakery®](#). With 13 bakeries in North America, we are committed to driving innovation, predicting upcoming consumer trends and flavors, and exceeding our customers' expectations. Aspire Bakeries champions the values of Integrity, Ownership, Customer Focus, Creativity and Care to help us deliver on People Safety, Food Safety, Quality and Collaboration.

The IT Infrastructure Technician Support role is to develop, administer, and maintain Aspire Bakeries' desktop, laptop, and peripheral environment; providing a stable, reliable, and secure platform for our internal customers, and responding to second level requests and incidents, and helping to identify and resolve problems and outages, escalating when necessary. The IT Infrastructure Technician will often be the first, and sometimes the primary, face-to-face contact for many Aspire Bakeries team member interactions. As such, the IT Infrastructure Technician will need to be customer focused and responsive to the business needs of the Aspire Bakeries team members. The IT Infrastructure Technician Support role is the primary support for preparing and processing the hardware for our customers and will be responsible for imaging, cataloging, preparing, shipping/delivering, archiving, and providing new user training. The IT Infrastructure Technician Support role is to facilitate the interaction between the different IT Teams, Business and Vendors related to regional projects, assignments and initiatives.

### Responsibilities:

- Monitor ticketing system escalation queue and individual ticket status to ensure a prompt and efficient customer service support. Escalate tickets as required to maintain IT Service Level Agreements and quality customer experience.
- Answer incoming calls, e-mails, instant messages, and walk-up requests for IT Client Services, incident reports, and problems.
- Record and update all requests and reports in the ticketing system. Document all customer interactions, work performed, and resolutions.
- Perform detailed troubleshooting of escalated requests, incidents, and problems. Document recurring activities, incidents, and problems with their resolutions to share with other IT Team members, Business and Vendors. Provide status reports, and document recurring activities as needed and/or as requested.
- Hardware management: imaging, cataloging, setup, shipping/delivering, archiving, and disposal.
- Handle the requisition, purchasing, installation, and setup of software and peripherals.
- Assist other remote IT Team members in troubleshooting and maintaining the computing environment within the facilities covered by the Bakery Desktop Support site region.
- Assist with IT Projects, Assignments and Initiatives.
- Provide IT support in other areas as needed.
- Perform periodic visits to primary supported sites. Perform visual inspections of all IT assets. The Tech Support should be familiar with the status of all IT equipment in their primary site region.
- Perform preventive and corrective maintenance tasks based on IT equipment specifications and internal IT documentation.
- Generate and maintain related IT Infrastructure bakery documentation.

### Qualifications:

- BS degree in computer science, information technology, a related discipline, or equivalent experience.
- Six-year equivalent work experience in a position responsible for providing IT technical support and customer service.
- Advanced understanding of Microsoft Windows Desktop Operating Systems, MS Office, and MS Windows Applications, installation and administration.
- Working knowledge of IT Support operations: Ticketing systems, incident and request classification, remote control tools, intranet and internet research, network monitoring tools, and triage and escalation guidelines.
- Working knowledge and understanding of desktop & laptop hardware and peripherals, including their installation, troubleshooting, maintenance, and repair.
- Working knowledge of Windows Active Directory environment, Windows file and folder permissions, Windows group policies.
- Working knowledge of printer and peripheral setup and troubleshooting.
- Local travel approximately 0%-25%.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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