

Service Desk Manager (M/F)

Full-time permanent position, Uchaud (30)

Context

European Sakata Holding (ESH) is an entity in charge of the governance, establishing global services and key projects management for Sakata's activities in vegetables and ornamental seeds, in Europe, middle East and Africa (EMEA). With our wide array of vegetable seeds, we want to create a confidence-based relationship with our customers, working to our age-old motto of Quality, Reliability and Service.

The EMEA IT department is a central shared services team which manages projects and systems throughout EMEA, with 700 users in 13 sites in 8 countries. The group relies on a small team of experts and project managers close to the business who manage high-level external services delivered through a global infrastructure in the private and public cloud.

Missions

You will be responsible for the quality of direct user support within our EMEA IT Department. You will participate in the following missions throughout the EMEA zone, as part of the Service Desk team:

- Manage the user support team of two technicians, maintaining an optimal level of training and participating in their continuous improvement.
- Coordinate requests & incidents related to the Service Desk activity: control and process the flow of incidents and requests according to priorities.
- Maintenance in security conditions: ensure proper level of vulnerability for our endpoint
- Manage the industrialisation and documentation of tools and platforms required for the activity.
- Maintain a high level of reliability of stock and asset tracking.
- Provide change accompaniment to our users (communication, documentation, and procedure).
- Coordinate and monitor all service providers.
- Register, analyse, resolve, and follow up user requests/incidents/problems (applications and systems) in support of and in addition to the technicians.

Profile

We are looking for candidates with a BAC+ 2/3 qualification with at least 5 years' experience in the helpdesk activity (ideally including small team management). You have significant experience of ITIL, incident management processes and management of ITSM tools in the workplace, a good knowledge of Microsoft (Windows 10/Office 365 /SharePoint) and mobile (Ios/Android) environments, as well as Office 365 / Intune / SharePoint / Teams and IP video conferencing rooms (Teams). You are a highly disciplined professional with excellent organisational and planning skills, enabling you to work efficiently in a dynamic environment. You are proactive in participating in development and change management. You are dynamic, a team player and have good interpersonal skills. The international dimension of the IT department requires a good level of English (reading and writing).

Application

This position is available as soon as possible, in Uchaud, between Nîmes and Montpellier (some short travels abroad might happen). If this job offer match with your professional project, please send us your application (Résumé and cover letter) before March 15th, 2024, by email at following address:

veg.recruitment@sakata.eu

Thank you for your interest.

