



Title: Technology Support Analyst
Location: Aberystwyth Innovation and Enterprise Campus, Penrhyn-coch, Aberystwyth. SY23 3EE
Start Date: ASAP (but flexible for the right candidates)
Salary: Competitive package based upon experience

About Agxio

Agxio is a relatively new AI and Machine Learning Technology business focused on the Agriculture industry and is now forming a team to be based at the Aberystwyth Innovation and Enterprise Campus (which is located near to Aberystwyth University). The team will be focused on helping to complete and evolve the new Agxio command centre and to also help develop a number of new market leading products. The plan is to build a Centre of Excellence at the AIEC for a number of product streams and this new team will form the basis of this.

The Opportunities:

This is an exciting opportunity in a relatively new business which is backed by a leadership team with lots of experience in industry transformation, operating model re-engineering and technology deployment. The aspiration for Agxio is to enable the UK to become a world leader in precision agricultural methods, field trial innovation and AgriTechnologies.

Agxio would like to hear from you if you have any relevant experience or skills and would love to be part of the new team based in Abersytwyth.

Our Values

Our team is expected to demonstrate affinity with the Agxio core values:

- Innovation – Being willing to experiment and try new and better ways to serve our clients
- Integrity – Taking personal responsibility for acting in the best interests of our clients
- Excellence – Striving to be the best at what we do

The Role

The Technology Support Analyst will be required to provide effective customer service, support and maintenance and ensure that change is managed in line with procedures that deliver best practice.

Key responsibilities are as follows:

- Provide 1st/2nd/3rd line support to all our users and clients when required
- Interfacing (or acting for) with suppliers and managed service providers
- Answer the phone to clients in a professional and efficient manner
- Process customer escalation and ensure action is taken by the appropriate team
- Ensure that the IT systems are operational and available for use
- Monitoring the use and performance of the IT systems and identify potential problems

Experience and skills:

- Strong communication skills
- Effective team contributor
- Demonstrable experience of providing 1st/2nd and 3rd line support from helpdesk to outsourced supplier
- Experience of helpdesk systems, logging and progressing calls, closure and follow-ups
- Strong understanding of technical environments
- Experience in working with off-shore agile software development teams
- Experience of working in an integrated project team involving supplier partnering organisations



If this role is of interest then please email us at careers@agxio.com quoting the role in the subject line and telling us a little about yourself and your interest in the role. Please also attach your current CV to the email.