



Seafrigo Group

The Seafrigo Group is an expert in the field of food logistics (sea freight, perishable air freight, warehousing, road transport, container drayage). Present in France and internationally, Seafrigo has its own infrastructures in 24 countries as well as a network of partners on a global scale. A fast-growing company with more than 1,300 employees, Seafrigo is today recognized for its flexibility, dynamism and proximity.

JOB OFFER

Information Technology Support Analyst

Seafrigo USA is looking for a flexible, energetic, and motivated professional for a newly created IT Support Analyst position in our Elizabeth NJ location. You will be working for a world leader in “one stop shop” solutions from freight forwarding to customs brokerage, from warehousing to domestic transportation, so experience in the freight/warehouse industry will set you apart. Seafrigo deploys unique solutions that allow our customers to optimize the supply chain of their food products. We would like to invite you to apply to be a part of this amazing company.

As an IT Support Analyst, you will provide hardware and software technology support for the company. You must be capable of dealing with software coding, configuration and maintenance issues in order to achieve a negotiated level of service for the business. Business hours are Monday – Friday 8:00am – 5:00pm, after hours work and/or occasional weekend work (depending on the projects). Compensation will be commensurate with previous experience.

*Are you ready to take on this challenge?
Apply from our « working at Seafrigo » web page!*

www.seafrigo.com



Your Essential Duties & Responsibilities:

Provide system support for desktop and other hardware including setup, configuration, and maintenance of

- Desktop PC's and laptops
- Networked devices such as printers and copiers
- Industrial devices such as handheld scanners and label printers
- Problem diagnosis and resolution of hardware and software issues including:
- Troubleshooting user tasks/issues such as email, user applications (e.g. MS Teams) and connectivity
- Computer performance
- Manage and maintain system servers
- Provide both on-site and remote support
- Assist and provide training to staff to use systems correctly
- Establish and maintain regular written and in-person communications with Management
- Various other assignments as needed

Education/Experience:

- Experience with basic PC and network hardware and software
- Experience with Microsoft packages (e.g. Office 2010 migrating to Office 365, MS Teams)
- Familiar with Android phones and iPhones for email/MS Teams troubleshooting
- Ability to automate repetitive tasks (using PowerShell is a plus)
- Knowledge of recovery software and Microsoft OneDrive solution for cloud backup storage
- Familiarity with some Remote Control software
- At least 3 years of IT experience
- Familiar with SQL database (MS-SQL) and queries for reporting

Seafrigo Offers:

- Medical, dental and vision benefits
- PTO and sick leave
- 7 holidays/year
- 401K with matching
- Annual Performance Bonus
- Hybrid Work from Home available after initial training

Seafrigo is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive work environment for all employees.