

IT Help Desk/Technical Support Specialist

Location: Luckey Farmers, Woodville Office

This in-office position provides technical assistance to employees and customers by troubleshooting hardware and software problems and helps maintain the organization's network systems

GENERAL DESCRIPTION

- Identifies, investigates, and resolves users' problems with computer software and hardware
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns
- Consults with users to determine steps and procedures taken to identify and resolve the problem
- Applies knowledge of computer software, hardware, and procedures to solve problems
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems
- Arranges service by software or hardware vendors to repair or replace defective products
- Maintains knowledge of technology innovations and trends
- Performs other related duties as assigned

GENERAL ACCOUNTABILITIES

- Respond to emails from employees and customers seeking help with software- or computer-related issues
- Learn the functions and back end of our agronomy software program in order to walk users through the steps to achieve specific goals
- Aid the development team in conceptualizing updates and upgrades that will enhance users' experience
- Maintain a high level of courteous customer service at all times

OTHER JOB FUNCTIONS

- Follows Environmental Health and Safety, OSHA and DOT policies and procedures, as they apply.
- Supports and contributes to total company goals and objectives through collaboration efforts.
- A positive and optimistic approach to your work.
- Ability to pay attention to details.

- Other duties as assigned.

WORK ENVIRONMENT ACCOUNTABILITIES

- Seasonal weather conditions (hot, cold, wet, snow, ice, etc.).
- Noisy conditions
- Working conditions may include dust, fumes, chemicals, and electrical hazards with appropriate safety measures
- May be required to work at varying heights
- Lifting ability of 15 pounds
- Ability to work extended hours and on-call as business conditions warrant

BACKGROUND REQUIREMENTS

- Associate degree in Computer Science or equivalent experience preferred
- A+, Network+, and or similar certifications highly preferred
- Strong personal motivation

BENEFITS:

Luckey Farmers, Inc. is an equal opportunity employer. Enjoy a competitive wage commensurate with the experience and responsibility requirements. Excellent employee environment with a competitive benefits package including:

- Healthcare including, medical, dental and vision
- Paid Time Off
- 401k Plan
- Life Insurance
- Disability

APPLY:

If you wish to apply, please stop into any of our grain facilities or visit us online at www.luckeyfarmers.com If you have any questions, please feel free to contact the Luckey Farmers, Inc., Human Resources department at 19-849-2711, x1113.

This position will be posted until filled.