



***Shared growth.
Shared success.***

DATE REVISED: December 1, 2011

CLASS:

JOB TITLE: User/Computer Support Specialist

REPORTS TO: Information Services Manager

JOB SUMMARY: The User/Computer Support Specialist performs the installation, repair, and preventative maintenance of personal computers and related systems, troubleshoots software and hardware failures, identifies network problems, will work on assignments that are moderately difficult, requiring judgment in resolving issues or in making recommendations, and will need to communicate highly technical information to both technical and non-technical personnel. Support Specialist will document the interaction with users from the first contact to the resolution.

ESSENTIAL FUNCTIONS:

- Provide desktop support to 300+ users on day-to-day issues involving MS Office, Windows XP/7, Virus/Spy ware, networking and standard/custom applications for a user base covering multiple locations.
- Assist in standardizing PC configurations and providing Hardware/Software updates including Operating System, Network Client, hard drive, memory, CD-ROM, Printer, Scanner, etc.
- Maintains accurate documentation of equipment, software and support interactions.
- Provides basic training to users.
- Provide excellent customer service to all support requests whether it is through phone calls or e-mails.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- Knowledge and experience using TCP/IP, DNS, routers, switches, firewalls and VPN.
- Knowledge and experience using, configuring and troubleshooting NT domains, Windows PCs and servers.
- Knowledge and experience in troubleshooting security issues.
- Ability to handle multiple, frequently changing priorities. Strong deadline and closure skills.
- 2 year trade school degree, 1-2 years' experience or bachelor's degree preferred.

MANDATORY PERSONAL PROTECTIVE EQUIPMENT:

1. Safety glasses, hard hats, and steel toed boots where required.
2. Wrist bar if necessary.

JOB REQUIREMENTS:

1. Performs in-depth diagnostic and maintenance actions of PC systems. Install new systems or upgrade current systems, software or components.
2. Provide technical support to end users regarding PC's, software, printers, and misc. hardware.
3. General support for other technology, i.e. telephone, cell/smartphone phone, tablets and fax technology.
4. Support Users on AgTrax software including Scale Interface module.
5. Maintain up-to-date virus protection on LAN and WAN PCs on network.
6. Provide basic training to users of existing or new systems including explaining concepts to non-technical users.
7. Assists in the development of internal documentation of procedures for development and use of PC and data processing system applications.
8. Make independent decisions on actions to be taken during a call-back and on when to involve other support personnel.
9. Strong problem-solving, analytical, and communication skills.
10. Strong commitment to ethical behavior and preserving confidentiality.
11. Good interpersonal skills and a team player.
12. Ability to work evenings or weekends as the job requires.
13. Serve in a stand-by status after regular working hours and respond to emergency call-outs as needed to maintain system operations, i.e. Harvest time or a critical hard down situation.
14. Perform general office duties, conduct data entry, prepare and file routine reports and correspondence as related to information technology.
15. Maintains excellent communication with IT Manager on all tasks and projects.

WORKING CONDITIONS:

Job involves inside office work, limited outside work and on or around grain elevators. Traveling as required.

This job description does not list all the duties of the job. You may be asked to perform other instructions or duties. Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason. Please sign below to acknowledge that you have received and understand this job description.

EMPLOYEE SIGNATURE	DATE	SUPERVISOR'S SIGNATURE	DATE
--------------------	------	------------------------	------