



**Job Description**

**Position Title:** IT Technical Support Specialist  
**Job Status:** Salaried - Exempt (GRADE 5)  
**Direct Reports:** N/A  
**Reports to:** Operations IT Manager

**Nature of Position:**

Maintains complete accountability for all functions, policies, and processes relative to information technology. Responsible for managing all organization technologies and providing technology support and training.

**Essential Functions:**

(Order of Essential Functions does not indicate importance of Functions)

1. Maintains a thorough knowledge of the organization and adheres to all organizational standards.
2. Keeps immediate supervisor well-informed of activities and recommends corrective actions.
3. Manages and maintains Microsoft Windows applications and systems in physical and virtual environments including but not limited to Windows Desktop, Windows Server, Active Directory, Microsoft Exchange and Microsoft SQL.
4. Manages the acquisition, installation, and maintenance of the organizations local area network hardware/software.
5. Manages network operations to include: troubleshooting connectivity problems; installing & maintaining Firewalls, Routers, Switches and Wireless infrastructure.
6. Manages user accounts including but not limited to adding/terminating users; assigning rights and access; resetting passwords; and establishing e-mail addresses.
7. Implement and maintain an enterprise Antivirus & Spam solution for network resources including but not limited to email, desktops & servers.
8. Conducts technology orientation and exit briefing for all staff; prepares technology and systems for new and exiting staff.
9. Ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. related to technology operations and/or technology services are evaluated, updated and processed.
10. Designs, develops and maintains web-based applications including websites and intranets. Continuously improves the organization's Web site and Intranet; adds new functionality and improves user ability to maintain without technical support.
11. Performs routine preventive maintenance on hardware and software including patch management and security updates.
12. Assists staff in understanding and using technology; conducts regular staff technology presentations and trainings.
13. Presents and implements technological alternatives to streamline functions and improve productivity.
14. Develops and maintains procedures manual; develops and maintains related technology checklists.
15. Responsible for troubleshooting phone system, copiers/printers and other related technologies.
16. Manages technology inventory to include procurement and disposal.

17. Ensures compliance with all software licensing agreements. Manages and safeguards software media and associated licenses. Tracks software versions. Maintains centralized software use log.
18. Utilize a Help Desk Log System to identify and timely complete technology tasks and problem resolution.
19. Responsible for the completion of monthly risk management reports.
20. Ensures networks, workstations, operating systems and software applications are operational; ensures hardware and software is patched and/or updated; ensures all analog and broadband circuits are operational in accordance with vendor specifications.
21. Prepares, maintains and tests a technology disaster recovery plan including scheduling and monitoring daily & monthly system backups.
22. Participates on committees, task forces, workgroups, etc. As directed, facilitates technology meetings and user groups.
23. Develops and maintains an excellent working relationship with other organizations, ensuring the organization is well received and presented professionally and positively.
24. Respects confidentiality in discussing consumer/participant, staff, volunteer and organizational matters; also maintains confidentiality of organization, project, fiscal and personnel related information.
25. Maintains knowledge on current technology by reading technology periodicals, evaluating new technologies and attending trade-shows, technical seminars and training sessions.
26. Prepares reports for workshops, seminars, conferences, meetings and trainings attended pertinent to the efficient dispatch of duties; overnight travel occasionally required.
27. Reports to work regularly and on time.
28. Assists in other duties as needed and directed.

### **Success Factors:**

- Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to worthwhile objectives.
- Able to take action in solving problems while exhibiting judgment and a systematic approach to decision making; to identify the important dimensions of a problem, determine potential causes, obtain relevant information, and specify alternate solutions.
- Able to organize or schedule people or tasks, to develop action plans leading to specified goals, and to plan effectively.
- Able to define specific goals and objectives; to prioritize objectives.
- Able to work with people in such a manner as to build high morale and group commitments to goals and objectives.
- Able to establish and carry out specific courses of action for self and/or groups; willing to commit to long hours of work and personal sacrifice in order to reach goals.
- Able to create positive energy (motivation) in both individuals and groups.

### **Job Qualifications:**

- Bachelor's degree from four-year College or university and one to two years related experience and/or training; or equivalent combination of education and experience.
- Ability to maintain a high level of confidentiality.
- Able to travel using cost effective and timely commercial and private modes of transportation.
- Proficient in MS Word, Excel, and Power Point.
- Agribusiness experience preferred.
- Must have excellent communication skills-verbal, writing, and tech ability.

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.
- Knowledge of and experience with: LAN/WAN environments; VMware Server Virtualization; Windows Server Environment; Microsoft SQL; Microsoft Exchange; Microsoft Dynamics GP; Microsoft SharePoint; Internet Information Services; backup systems; network/workstation peripherals; print servers; firewalls, spam & antivirus hardware/software ; computer hardware (replacing hard drives, hardware drivers, etc.).
- Microsoft Active Directory Domain Exposure.
- THIN computing / Web Computing / Terminal Service exposure.

**Working Conditions/Environment:**

- General climate controlled office environment.
- Potential travel expectations of 20%, annually.
- Will be required to visit all operations as requested.
- Temperature at work sites will vary depending upon season and location.
- Exposure to various elements inherent with Agriculture production.
- The employee may occasionally be required to work nights and weekends.
- While performing the duties of this job, the employee is frequently required to stand. The employee is frequently required to walk. The employee is frequently required to sit. The employee is frequently required to use hands. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee is regularly required to talk or hear. The employee is occasionally required to taste or smell.
- The employee must frequently lift and/or move up to 25 lbs and occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus.
- While performing the duties of this job, the employee is occasionally exposed to wet or humid conditions (non-weather), occasionally exposed to work near moving mechanical parts, occasionally exposed to outdoor weather conditions, occasionally exposed to extreme heat (non-weather), occasionally exposed to risk of electrical shock, occasionally exposed to vibration.
- The noise level in the work environment is usually moderate.

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I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor Signature

\_\_\_\_\_  
Date

Prepared By: CFO  
Last Revised By: Operations IT Manager  
Approved By: Human Resources

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