



AgReserves, Inc.

Job Title: Support Manager

Location: Salt Lake City, Utah

AgReserves, Inc. (ARI) is a multi-national, multi-corporate company that operates investment farms and ranches throughout the world. ARI currently has an opening for a Support Manager at their headquarters location.

Position Description:

The Support Manager is responsible for the continuous improvement of support for corporate and internal IT systems. This role ensures corporate information systems, underlying system architecture, front end applications and support for each of these is delivered in a consistent, reliable manner. The support manager actively develops, coaches and trains systems administrators. Success in this position is achieved when systems administrators are delivering support for systems in accordance with business objectives.

Essential Job Functions:

- Train, develop and coach systems administrators' team to continuously improve their knowledge, productivity and effectiveness.
- Provide professional level of technical and customer support via telephone, email communication, meetings and other.
- Collaborate with various IT teams to ensure best practices are implemented and continuous improvement occurs.
- Assist in resolving customer related issues for Corporate and internal IT systems.
- Collaborate with cross functional teams to resolve technical and customer related issues.
- Responsible for ensuring our systems administrators provide professional / expert support for our corporate applications.
- Manage operating system patching and application patching balancing security, system availability and business needs.
- Establish strong working relationships with product managers and other IT teams.
- Act as a liaison with management and staff to resolve problems and improve systems.
- Participate as a member of and/or lead project teams as assigned.
- Maintain a high level of professional service and deliver excellent customer support.
- Ensure the support of applications and systems is delivered according to company / owner needs.

Skills and Other Qualifications Required:

NOTE: The specific statements shown in each section of this job announcement are not intended to be all- inclusive, but represent typical elements and criteria considered necessary to successfully perform the job.



AgReserves, Inc.

- Bachelor's degree in Business Information Systems or equivalent.
- Five to seven years of experience in the Information Technology field of systems administration, application support or product management.
- Knowledge of relational databases and client/server technologies.
- Proficient computer skills including working with Microsoft Office (Visio, Excel, Word etc.).
- Strong analytic, organizational and problem solving skills.
- Ability to learn quickly and adapt to change.
- Strong and collaborative work ethic; team oriented; high integrity.
- Strong communication and interpersonal skills.
- Ability to speak Spanish and/or Portuguese preferred.
- Experience using and supporting enterprise systems including ERP systems, IT Asset Management tools and LOB Applications.

Experience/Knowledge Required:

- Good understanding of Microsoft Active Directory, Group Policies, DNS, DHCP.
- Knowledge and experience working with virtualization including HyperV and VMWare.
- Experience working with Microsoft Server infrastructure, Email / Communications architecture.
- Experience with TCP/IP networking, PowerShell, Exchange, Spam Filtering, System and Application Patching, and Office 365.

Expectations and Performance Measures:

- Resolve customer issues in accordance with the Help Desk Service Level Agreement.
- Delivery of services in a professional and friendly manner.
- Provide timely communication to customers and management.

Physical Demands and Work Environment:

- Occasional lifting/moving of computer hardware devices, doors, desks, and other office furniture.
- After hours work on critical business systems.
- Ability to lift 50 lbs.

Benefits:

Salary is commensurate with experience. Full-time employees receive excellent benefits including: Medical, Dental, Group Term Life, Disability, Pension Plan Plus (401k and Pension Benefits), Flex-Spending, and other miscellaneous value-added benefits.

AgReserves, Inc. is an equal opportunity employer.

NOTE: The specific statements shown in each section of this job announcement are not intended to be all-inclusive, but represent typical elements and criteria considered necessary to successfully perform the job.



AgReserves, Inc.

To apply: Send resume to careers.ari@ari-slc.com with “Support Manger” in the subject line.

NOTE: The specific statements shown in each section of this job announcement are not intended to be all- inclusive, but represent typical elements and criteria considered necessary to successfully perform the job.