



Job Posting: System Administrator II

Location: River Point Farms – Hermiston, OR

Company Profile:

River Point Farms (RPF) is a subsidiary of AgReserves, Inc. (ARI). ARI is a multi-national, multi-corporate company that operates investment farms and ranches throughout the world. RPF currently has an opening for a System Administrator II position based at its Hermiston, Oregon onion operation.

Position Description:

The Systems Administrator II represents the IT department by resolving business unit and division level systems support issues. Also, efficiently provides end users technical and application support required to do their jobs effectively.

This is the second of four levels of System Administration at AgReserves, with a priority on higher-level systems and/or process administration requiring independent discretion and judgment. Ongoing user IT support is also required from time to time. Reports to Senior Information Technology Manager.

Essential Job Functions:

<p><u>Provides user IT support.</u></p> <ul style="list-style-type: none"> • Provides resolutions for tickets submitted using the support systems. • Responds promptly and courteously to support requests, calls, emails, and other electronic communications. • Properly documents and maintains support tickets of incoming requests for service. • Ensures end users understand how to use support systems efficiently and submit tickets properly. • Analyzes performance of support activities and documented resolutions to identify problem areas. • Serves as first point of contact between IT department and end users needing to resolve issues.
<p><u>Provisions and administers systems (Hardware / Workstation / PC / other).</u></p> <ul style="list-style-type: none"> • Provisions computing systems according to defined IT standards. • Keeps organized and accurate inventory of computing system components. • Provides server administration or advanced software administration including for core back office applications.
<p><u>Supports systems and projects as directed.</u></p> <ul style="list-style-type: none"> • Provides front line support for corporate and division applications and systems. • Works as a contributing team player on assigned IT projects.
<p><u>Other duties as assigned.</u></p>

Skills and Other Qualifications Required:

Education/Credentials

- Bachelors degree in Information Systems/Technology or related
- Committed to personal improvement and learning (education) in IT

Depth of Experience (as a Systems Expert)

- Displays expertise in three or more corporate or division wide systems or is expert in three or more processes
- At least three years in Information Technology

Knowledge/Skills

- Advanced knowledge of company supported applications

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.



- Excellent leadership, verbal, written, problem solving and listening skills
- Proficient with MS Office suite
- Skilled in research/analysis and systems implementation
- Skilled at troubleshooting and following through on issues/tasks
- Demonstrated verbal, written, and other communication skills
- Approachable; demonstrates willingness to work with others
- Self-driven and seeks additional responsibilities

Ability to

- Learn and support new applications
- Fulfill customer requests while maintaining corporate process strategy and standards
- Understand and explain more complex issues
- Proactively solve problems and escalate issues as needed
- Adapt to rapid and ongoing changes in technology
- Work as a team player and contributor in a team environment
- Openness to unfamiliar cultures and customs
- Proficient in MS Office (Word, Excel, PowerPoint)

Salary/Benefits: Salary is based on experience and qualifications. Benefits include: Medical, Dental, Group Term Life, Disability, Retirement Savings Programs (401k and Retirement Plus Plan), Flex-Spending, and other value-added benefits.

To Apply: Send resume to careers.rpf@agreserves.com with the job title in the subject line.