



AgReserves, Inc.

Job Title: Systems Administrator 1

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 Systems Administrator 1, in the Information Technology team.

Position Description:

The Systems Administrator 1 is responsible for the overall efficiency of how end users receive the technical and application support required to do their jobs effectively. This position also serves the IT department as a support representative by resolving business unit and division level help desk issues.

Essential Job Functions:

- Become familiar with many different systems and serve as a first level of support.
- Provide resolutions for tickets submitted using the Help Desk software.
- Respond to help desk calls, email, or other electronic communication in a prompt and courteous manner.
- Maintain Help Desk logs of incoming requests for service requests.
- Work as a team player providing support to immediate and remote team members.
- Deliver on-time support using the help desk, phone calls, and personal visits.
- Ensure that end users understand how to use the Help Desk efficiently and submit tickets properly.
- Analyze performance of Help Desk activities and documented resolutions to identify problem areas.
- Serve as first point of contact between the IT department and end users needing to resolve issues.
- Deliver recommended solutions to enhance quality of service and to prevent future problems.
- Responsible to provide training on help desk to help desk reps and IT Managers.
- Build and rebuild computing systems according to defined IT Standards and deliver on schedule.
- Receive and track all internal IT purchases.



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- Keep an organized and accurate inventory of laptops, desktops, monitors, and other computer components.
- Deliver laptops, desktops, Cisco Phones, iPhones, iPads and other devices according to process standards.
- Network Printer management.
- Work as a contributing team player on assigned projects.
- Ability to travel to multiple locations when needed; willing to relocate.
- Other duties as assigned.

Skills and Other Qualifications Required:

- Bachelor's degree in Information Systems or Technology or equivalent.
- Have at least 3 years of experience in the Information Technology field.
- Advanced knowledge of company supported applications; Ability to learn and support new applications.
- Ability to fulfill customer requests while maintaining corporate process strategy and standards.
- Excellent leadership, verbal, written, problem solving and listening skills.
- Must maintain good customer service skills.
- Able to work in a team environment.
- Skilled in research and analysis, project planning and implementation.
- Adapt to rapid and ongoing changes in technology.
- Proficiency with Microsoft Office suite.

Physical Demand and Work Environment:

- After hours work on critical business systems.
- Ability to lift 50 lbs.

Benefits:

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

Job Type: Full-time

AgReserves, Inc. is an equal opportunity employer.



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To apply: Send resume to careers.ari@ari-slc.com with “Systems Administrator 1” 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.