



Position: System Administrator III - AgriNorthwest

Location: Hermiston, OR – River Point Farms

Company Overview:

River Point Farms is a subsidiary of AgReserves, Inc. AgReserves Inc. is a multi-national, multi-corporate company that operates investment farms and ranches throughout the world.

Position Description:

The Systems Administrator III 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 third 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.

Duties and Responsibilities:

Provides user IT support.

- 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 a first point of contact between IT department and end users needing to resolve issues.

Supports systems and projects as directed.

- Provides front line support for corporate and division applications and systems.
- Works as a contributing team player on assigned IT projects; proactively initiates and completes tasks.
- Identifies and suggests improvements to existing processes and systems

Provisions and administers systems (Hardware / Workstation / PC / other).

- 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

Leads out in systems administration.

- Coaches and mentors other team members.
- Coordinates, verifies, and validates vendor activities.

Supports specific infrastructure/architecture requirements.

- Understands and assists with networking issues as directed.
- Assists with network equipment installation.

Other duties as assigned.

Skills/Education Requirements:

Education/Credentials

- Bachelor's 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 five or more corporate or division wide systems or is expert in five or more processes
- At least eight years in Information Technology
- Experience with networking and systems administration

Knowledge/Skills

- Advanced knowledge of company supported applications
- Excellent leadership, verbal, written, problem solving and listening skills
- Proficient with MS Office suite
- Skilled in research/analysis
- Skilled in project planning and 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
- Possess a valid driver's license

Salary/Benefits:

Salary is competitive and commensurate with experience. Full-time employees receive excellent benefits including: Medical, Dental, Group Term Life, Disability, Pension Benefits (401K and Defined Contribution Plan) and Flex-Spending. In addition, we offer paid vacation and sick time, paid parental leave, and tuition reimbursement.

To Apply: Please send a resume to careers.agn@agrinw.com with the job title in the subject line.