

## HELP DESK SUPPORT ANALYST

### JOB SUMMARY

AgAmerica Lending is seeking to hire an IT professional who can provide technical help for AgAmerica Lending users. This individual will respond to inquiries, evaluate, and resolve issues relating to IT equipment and applications. They will provide technical care for any aspect of the information systems unit, including system hardware, operating systems, applications, and networks. This individual should have a troubleshooting bent of mind and the ability to properly communicate to end users. The Help Desk Support Analyst will report to the Senior Manager, IT Operations.

### JOB DETAILS

- Hire Date: ASAP  
Position Type: Full-Time, Exempt  
Compensation: Salary negotiable based on experience, competitive benefits package, and bonus opportunity.
- Benefits: Flexible work schedule, generous time off, health/dental/vision insurance, 401k program, fun work environment.
- Reports to: Senior Manager, IT Operations
- Direct Reports: N/A

### JOB RESPONSIBILITIES

- Manage support requests coming through a variety of networks, such as email, chat, and telephone.
- Document issue severity utilizing standard procedures to resolve issues with support tracking systems.
- Resolve technical issues remotely and/or onsite in a timely manner.
- Installation and configuration of software and hardware including printers.
- Provide end users technical documentation and guidance so that they can better understand their systems.
- Ability to discern which customer support requests should be escalated to higher-level IT support specialists
- Ability to troubleshoot using simple terms.
- Ability to multi-task

### PREFERRED QUALIFICATIONS

- Technical bachelor's degree and/or certifications
- 3-5 years related experience
- Minimum A+ Certification
- Experience in information system design, installation, configuration, troubleshooting, maintenance, and documentation; office automation/productivity applications specification, installation, operation, and maintenance.
- ITIL - Knowledge of current IT concepts, issues, practices, methodologies, and trends.
- O365 experience including administration
- Microsoft Exchange Experience
- Basic Network administration/knowledge

**AgAmerica Lending LLC**

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- Active Directory knowledge including permissions and account creation.
- Audio visual equipment experience
- Detail-oriented and highly organized individual with the ability to multi-task
- Fluency in Microsoft Office suite (Outlook, Excel, Word, PowerPoint, etc.)

## **CORE COMPETENCIES**

- Excellent problem solving and decision-making skills. Ability to understand and analyze complex issues and business requirements.
- Comfortable in a high-growth, fast-paced environment
- Effective communication across departments and third party vendors
- Strong interpersonal and communication skills, highly-motivated and proactive; desire to provide the highest level of service.
- Ability to demonstrate good attitude, energy, and effort
- Commitment to data-driven program evaluation

## **TRAVEL AND PHYSICAL REQUIREMENTS**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Occasional travel may be required

## **AGAMERICA MISSION**

- To know the farmer.
- To counsel the farmer.
- To provide a financial structure that allows the farmer to thrive in good times and to sleep well during tough times.
- To celebrate the critical role of the farmer in America, and to champion all that the American farmer represents in a changing world.