

Job Posting

Position Title: IT Systems Administrator 3

Location: Deseret Cattle & Citrus – Saint Cloud, FL

To Apply: Send resume to careers.east@deseretranches.com with “DCC – IT Systems Administrator 3” in the subject line.

Description

Under the direction of the Senior IT Manager, the Systems Administrator 3 is responsible for the overall efficiency of how end users receive the technical support 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 help desk support issues. This position works closely with Product Managers to ensure support is provided for upgrading of existing systems, and implementation of new systems.

Deseret Cattle & Citrus, located one hour south of Orlando, FL, is part of Deseret Ranches, Cattle Operations of AgReserves, Inc. a multinational company operating investment farms and ranches throughout the world.

Essential Duties & Responsibilities:

- Able to work in an agriculture environment and related conditions
- Provide resolutions for tickets submitted using the Help Desk software by responding to help desk calls, emails and other electronic communications. Work as a team player providing support to local and remote users.
- Serve as first point of contact between the IT department and end users needing to resolve issues or purchase decisions. Deliver solutions, in an efficient, professional manner, enhancing the quality of service from the help desk
- Build and rebuild computing systems according to defined IT Standards and deliver on schedule
- 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
- Use Mobile Device Management software deployment for management of corporate devices
- Work as a contributing team player on assigned IT projects. Provide second tier support for many corporate and division applications and systems
- Demonstrate working knowledge of building systems, building codes, safety protocols, Network topography and infrastructures, including cabling, switches, routers and servers
- Willingly coaches, mentors and develops other systems administrators
- Provide Enterprise Level Applications support for either LOB or SAAS applications

Skills and Education Required:

- Bachelor's degree in Information Systems or Technology or equivalent
- Skilled in Operating Systems, desktop and server. Also Demonstrate knowledge of protocols and network systems infrastructures.
- Have at least 8 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 and 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

Benefits:

Excellent benefits package includes: Medical, Dental, Group Term Life, Disability, Master Retirement Plan (401k and Pension Benefits), Flex-Spending, and other value-added benefits.

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

