



Job Title: Senior 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 Senior Systems Administrator 1 at their headquarters location.

Position Description:

The Senior 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 help desk support issues and as an escalation point and resource for systems admins at our many operations. This position works closely with Product Managers to ensure support is provided for upgrading of existing systems, and implementation of new systems. The Senior Systems Administrator 1 is expected to provide coaching, mentoring and support for other team members.

Essential Job Functions:

Help Desk and User 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
- Deliver on-time support using the help desk, phone calls, and personal visits
- Maintain Help Desk logs of incoming requests for service requests
- Work as a team player providing support to immediate and remote team members
- 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
- Deliver recommended solutions to enhance quality of service and to prevent future problems
- Responsible to provide training to help desk reps and IT Managers.

Infrastructure / Server Architecture / Networking / Application / Hardware / Disaster Recovery and other Support:

- Support underlying infrastructure for corporate or business unit applications
- Provide technical support for infrastructure relating to virtualization, physical servers, storage, cloud, and on-site appliances
- Keep an organized and accurate inventory of physical, virtual, cloud servers and licenses
- Maintain/update standards for servers and supporting infrastructure
- Be a resource for back up and disaster recovery solutions
- Other duties as assigned

Systems / Projects:

- Be a system solutions expert in at least four or more of AgReserves, Inc. companywide or business unit computing applications
- Be an equivalent of a product manager for at least one or more of AgReserves, Inc. computing applications
- Assist Product managers with support for application release cycles on assigned applications
- Work as a contributing team player on assigned IT projects
- Be able to provide support for many of our corporate and business unit applications and systems
- Support cloud environments and solutions: Azure, AWS, O365
- Design, deploy, and maintain Windows systems, Exchange, Active Directory, DNS, DHCP, GPO and other core server components
- Other duties as assigned



Skills and Other Qualifications Required:

- Bachelor's degree in Information Systems or Technology or equivalent
- Have at least 10 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 processes, strategies, 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
- Occasional lifting/moving of computer hardware devices, doors, desks, and other office furniture
- After hours work on critical business systems
- Ability to lift 50 lbs.
- Must be able to travel to various office locations both domestic and internationally

Benefits:

Excellent benefit package includes: medical, dental, retirement plans (401k and other retirement plan), flex-spending, and other miscellaneous benefits.

AgReserves, Inc. is an equal opportunity employer.

To apply: Send resume to careers.ari@ari-slc.com with "Senior Systems Administrator 1" in the subject line.