



**Position:** Systems Administrator II

**Location(s):** South Valley Farms - Wasco, CA

**Company Profile:** AgReserves, Inc. is a multi-national, multi-corporate company that operates investment farms and ranches throughout the world. The Permanent Plantings Division, one of the company's business units, consists of farming and processing operations. One of those Operations is South Valley Farms.

South Valley Farms (SVF) is a large, world-class operation dedicated to producing high quality almonds and pistachios. SVF is located in Wasco, CA and the almonds that are grown are then processed by South Valley Almond Company. This trusting relationship provides immediate feedback to SVF and facilitates product traceability. As an organization SVF prides itself on providing outstanding worker and food safety.

**Position Description:** The Systems Administrator II efficiently provides end users the technical and application support required to do their jobs effectively. Also represents the IT department by resolving business unit and division level systems support issues.

This is the second of four levels of System Administration at AgReserves, with a priority on direct user IT support plus some higher-level systems and/or process administration requiring independent discretion and judgment.

Typical duties include:

- Serve as first point of contact between the IT department and end users needing to resolve issues
- 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
- Ensures end users understand how to use support systems efficiently and submit tickets properly
- Work as a team player providing support to immediate and remote team members
- Analyze performance of Help Desk activities and documented resolutions to identify problem areas
- Provides server administration or advanced software administration including for core back office applications

**Skills/Education Required:**

- Bachelor's degree in Information Systems/Technology. Equivalent work experience may be considered
- Have at least 3 years of experience in the Information Technology field
- 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
- Occasional lifting/moving of computer hardware devices, doors, desks, and other office furniture
- Ability to lift 50 lbs.

**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.

**To Apply:** Send resume to [careers.svf@svfnuts.com](mailto:careers.svf@svfnuts.com) with “SVF Systems Administrator II” in the subject line.