



IS Supervisor – Colfax, WA

We are looking to for an IS Supervisor to join our support team who has IS experience and is looking for a career with high customer impact.

The McGregor Company serves growers in Washington, Idaho and Oregon with the seed, crop inputs, equipment, research and advice needed to raise healthy, sustainable crops. Our IS team provides support and resolutions for 350 employees across 40+ locations.

Main Duties:

- Leading the department to continue the tradition of excellent customer satisfaction and impeccable communication with customers and stakeholders
- Directing and supervising the daily activities of the McGregor Client Services staff
- Supervising a staff of client services staff and other technicians
- Assisting the AgWorks Director of Operations in assigning their duties and preparing performance reviews
- Analyzing system malfunctions or technical problems and directing appropriate resolution to ensure near-uninterrupted operations (maximize operational up-time)
- Coordinating operations information and activities with AgWorks Director of Operations
- Facilitate cross-training activities between Iowa and Washington staff in an effort to support all McGregor systems and applications
- Understand goals for all employees within Colfax department & maintain performance records and tirelessly drive accountability
- Other tasks as determined

Required Skills

- KNOWLEDGE:
 - Gain/maintain an in-depth knowledge of critical software applications, hardware, & technology infrastructure
 - Gain/maintain an in-depth knowledge of support processes and mythologies (i.e., ITIL, AGILE, etc.), tools, systems, networking, telephony and related items needed to support The McGregor Company and eventually be able to suggest or carry out best-practice modifications
 - Experience with Helpdesk support & ticket management software - *Zendesk & JIRA preferred*
 - In-depth knowledge of network architectures, including ITIL, AGILE, etc.
 - Experience with database architecture - *SQL Server 2008+ preferred*
 - Ability and willingness to learn proprietary Ag software programs
 - Knowledge of (or experience with) Ag fertilizer/chemical business helpful
 - MCP or MCSE preferred, other certifications a plus
- WORK EXPERIENCE:
 - 3 years' experience preferred in an IS supervisory role
- EDUCATION:
 - Bachelor's degree in computer related field or work experience preferred

Position Details:

- Full benefit package (medical, dental, vision, 401k, vacation, life insurance, + more)
- Valid driver's license, ability to lift over 50 lbs, Drug Free Workplace

**➔ To Apply: send resume and completed employment application to hr@mcgregor.com
Application available on the Careers page at www.mcgregor.com**