

**DEDICATED PEOPLE
WHO CARE**

ABOUT FARM FAMILIES
ABOUT THE ENVIRONMENT
ABOUT THE COMMUNITIES WE SERVE

509-397-4355
800.873.8666
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PO Box 740
Colfax, WA 99111



Information Services Support Specialist - Colfax, WA

Our business is expanding! We are looking to add to our Information Services Support Team with an individual who has IT 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, services, research and advice needed to raise healthy, sustainable crops.

Main Duties:

- Provide IT customer service to employees and customers
- Provide Tier 1 and Tier 2 support for PC hardware, software, network, email, telephone, and cloud applications.
- Clearly and comprehensively communicate with customers and team members to resolve technical problems, including documentation.

Qualifications:

- **PASSION:**
 - A firm commitment and dedication to providing outstanding customer service and a desire to make contributions through positive communication and teamwork.
- **KNOWLEDGE:**
 - Experience with, and support of, Microsoft Office applications
 - Experience with Helpdesk support & ticket management software - Zendesk & JIRA preferred
 - In-depth knowledge of network architectures, including LAN, WAN, etc.
 - Experience with VOIP phone systems - Cisco certification preferred
 - Experience with database architecture - SQL Server 2012+ 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 a Helpdesk or IT technical support role
- **EDUCATION:**
 - 2-year IT related degree preferred or equivalent work experience

Position Details:

- Full-time with additional hours during peak busy seasons
- Valid driver's license, ability to lift over 50 lbs
- Benefit package (medical, dental, vision, 401k, vacation, life insurance, + more)
- Drug Free Workplace

Application available on the Careers page at www.mcgregor.com
To apply send resume & completed employment application to hr@mcgregor.com