

Company: Farm Service Cooperative

Job Title: Computer Support Specialist

FLSA Designation: Non-Exempt

Reports to: IT Manager

Computer Support Specialist Role: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail and operating systems.

Accountabilities and Essential Functions:

- Oversee the daily performance of computer systems.
- Manage backup, security and user help systems.
- Answer inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems or appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Confer with staff, users and management to establish requirements for new systems or modifications.
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Collaborate with others to determine design specifications or details.
- Collaborate with others to resolve information technology issues.
- Test computer hardware and software performance.
- Review suggestions of ways to improve work methods and procedures made by employees and decide on course of action.
- Work in cooperation with other divisions, locations, customers, supervisors and managers with a positive attitude and willingness to provide positive feedback to them.

Computer Support Specialist, Page II

- Suggest ideas, discovers new and better ways to accomplish goals.

Knowledge, Skills and Experience:

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of transmission, broadcasting, switching, control and operation of telecommunications systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Requires making decisions that impact the results of co-workers, clients or the company and the opportunity to make decisions without supervision.
- Ability to communicate information or ideas effectively in oral or written form.
- Ability to listen to what other people are saying and ask questions as appropriate.
- Perform basic math operations (add, subtract, multiply, divide) to include, but not limited to, use of whole numbers, fractions, decimals, percentages and discounts.
- Knowledge of principles and methods involved in promoting, showing and selling of products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems.
- Work and communicate professionally with internal and external customers to meet their needs in a polite, courteous and cooperative manner. Committed to quality customer service.
- Ability to identify and analyze problems associated with work processes.
- Develop constructive and cooperative relationships with others.
- Ability to organize and work on multiple tasks concurrently.
- Demonstrate responsible behavior and attention to detail.
- Encourage and facilitate cooperation, pride, trust, and group identity. Foster commitment and team spirit.
- Knowledge and skill in judgment and decision making, negotiation, and management of material resources.
- Capacity to adjust to change, work pressures or difficult situations without undue stress.

Education, Training, Certifications Required:

- High school diploma or GED equivalent
- Possess a valid driver's license

Expectations:

- Become familiar with company products and services.
- Commitment to high quality customer service and standards of workmanship.

Computer Information Support Manager, Page III

- Employees are expected to travel to FSC facilities, customers or vendors.
- Align behavior with needs, priorities and goals of the organization.
- Display a high level of initiative, effort and commitment towards company goals.
- Display high standards of ethical conduct. Exhibits honesty and integrity.
- Willingness to consider new ideas or divergent points of view.

Equipment, Tools, Machinery Used:

- | | |
|------------------------------|-------------|
| • Company vehicles | Fax/Copier |
| • Computers/Office Equipment | Calculators |
| • Telephone | Smart Phone |

Working Conditions and Physical Demands:

- 90% of work performed includes answering incoming calls from customers, dispatching deliveries, customer service and problem-solving.
- 10% of work performed includes inventories, ordering, receiving, pricing and displays of products.
- Ability to work days, evenings and weekends, with or without prior notice.
- Requires standing, walking, bending, stooping, pinching, grasping, reaching above and below shoulder.