



P.O. Box 100  
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Phone: (507) 842-6677  
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[www.mnsoy.com](http://www.mnsoy.com)

## Minnesota Soybean Processors

**Title:** I.T. Support Technician  
**Reports to:** Accounting Manager  
**Supervises:** No supervisory responsibilities  
**Revision date:** 05/01/2019

### Objective:

Perform basic first-line troubleshooting and support of end-users or assign/escalate for resolution. This includes troubleshooting and resolving issues regarding application issues, service, devices, desktop issues, proprietary applications, mobile devices, and PC support in a Windows environment. Responsible for the management and maintenance of purchasing, inventory as well as hardware/software inventory for the department and working with outside consultants and contractors. Work with multiple departments and be highly collaborative internally to provide exceptional customer service with a sense of urgency working closely with others to coordinate support.

### Responsibilities:

- Install, maintain and troubleshoot workstations, printers, desktop software and other systems. Build, deploy and support PCs running Windows OS and business software applications for end users
- Rollout and manage software updates including, but not limited to, Windows updates, Anti-virus, backup software, Java and Flash, and management software; log all IT issues and resolutions including the creation and maintenance of clear, readable and accurate technical documentation
- Train and mentor end users on the proper usage of company computers, internet and other resources.
- Help maintain procedural documentation and training materials that illustrate to end-users the basic operation of systems and how to avoid virus infections or security issues; Sizing and ordering computers for various uses; Management of IT stockroom.
- Track, support and license usage; Testing and research technology to ensure the effective implementation and function of new technologies within the current and future IT infrastructure.
- Manage permissions and access to network resources including explicitly assigned rights and group memberships.
- Onboarding new employees with username, password, and internal phone set up
- Repair the following: printers (maintenance kits), laptops (fans and keyboards), workstations (power supplies, video cards, and RAM), and servers (power supplies and RAM)
- Build and maintain relationships with wide variety of vendors and technical support providers
- Maintain the network resources to sustain highest achievable uptime
- Resolve technical issues in fast paced multitasking environments
- IT Project Coordination; Client/Server upgrades, expansion projects, computer implementations
- Microsoft Office 20xx: Word, Excel Outlook, PowerPoint, Access
- Evaluate contractor's work quality and report accordingly
- Install CAT5/CAT6 as required
- On call 24x7x365
- Consultant server backup jobs
- Exhibit safe work practices, discussing problems or unsafe conditions with management.
- Ability to work in a constant state of alertness and safe manner.
- Participate in monthly training classes as required on environmental, health and safety.
- Foster a culture of safe behavior and environmental compliance at all times.
- Work in an honest and ethical manner; maintain confidentiality on all business related matters.
- Must maintain regular and acceptable attendance at such level as is determined by management.
- Must be available and willing to work such weekends and holidays as determined by management necessary to meet business needs.



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- Maintain a team environment with other departments at all times.
- Maintain a high level of customer service and friendly atmosphere.
- Maintain clean and orderly work areas.
- Follow all company policies and procedures
- Perform other duties as assigned or needed.

### Qualifications:

- Bachelor's Degree in Management Information Systems/Computer Science
- General education in computer systems or related certifications or training
- Training and certification in Microsoft networking product preferred
- Experience providing helpdesk and desktop support for laptops and PC's in and industrial environment
- Excellent customer service and follow-up skills
- Excellent troubleshooting and problem-solving skills
- Ability to provide timely resolution for all end-user requests and root cause analysis for issues
- Proficient in the use of required operating systems, programs and backup programs/devices
- Knowledge of programming languages; Visual Basic, SQL, .Net
- Microsoft Certified Desktop Support Technician

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs balance, stoop, kneel, crouch or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.