

BUTTERBALL® FARMS, INC.

Imagine Butter Differently

Butterball Farms, Inc. is a world-class food manufacturer on a mission to Enrich Lives and has been recognized as a West Michigan and National Best and Brightest company to work for three years running. With over 60 years in the industry Butterball Farms, Inc. is proud to give back to our employees, communities and neighbors. We imagine butter differently, have a highly recognizable client list and are known by our customers for our innovation, reliability, responsiveness, and our value-add approach to business. Our amazing culture is recognized globally. We are financially sound, rapidly growing and poised for continued success.

Are you a self-starter looking to work to work in IT and be part of our growing team?

Butterball Farms, Inc. is currently seeking a highly motivated, results oriented full-time IT Support Specialist to provide efficient and effective technical support to end users.

Information Systems Analyst

In this role you will be responsible for ensuring the company fully utilizes IT resources by documenting existing systems, training and supporting users, analyzing business problems to identify and implement new solutions, and will drive the optimal usage of existing resources.

The Essential responsibilities include:

- Improve the efficiency of processes in all areas by effectively using and recommending IT resources.
- Identify, recommend, and implement technology solutions to reduce business risk.
- Translate business needs into technology project specifications.
- Work closely with all departments to facilitate and effectively utilize technology resources, including Sharepoint, Internet services, website, and digital signage.
- Proactively identify training opportunities and develop training programs to help enhance user productivity.
- Provide training and support on IT resources to users.
- Analyze, diagnosis, and troubleshoot all IT related issues.
- Maintain and upgrade various IT systems.
- Create and maintain system and configuration documentation.
- Assist in maintaining existing IT resources, including:
 - Maintain users in an Active Directory domain environment including Office 365, SharePoint and OneDrive.
 - Support website operations, including security updates and upgrades while staying current with knowledge of best practices and emerging security threats.
 - Provide user orientation and training.

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- Process helpdesk requests and provide excellent customer service, both remotely and in person.
- Set up and install mobile devices, PCs, and peripherals.
- Back up and recover data from storage on mobile devices and PCs.
- Implement changes to network topology.
- Install networking hardware, fabricate patch cables, and install network endpoints.

We Offer:

- Awesome team members
- Industry-leading culture
- A mid-size organization with the expertise of a larger organization but the nimbleness of a smaller entrepreneurial company
- Opportunity to impact lives daily
- Opportunity to grow personally and professionally daily

Skills/Requirements:

- Demonstrated customer service and problem resolution experience.
- Excellent written and verbal communication skills.
- AS/BS in computer science or related discipline or equivalent experience. A+, Network+, MCP or equivalent industry experience is a plus. Assistance with certification is available.
- Significant technical knowledge of Windows and PC architecture.
- Familiarity with TCP/IP networks, switches, and routers.
- Ability to use Microsoft DHCP, DNS, and Active Directory Management Consoles.
- Working knowledge of Microsoft Excel, Word, and PowerPoint.

If you have the above qualifications and want to be part of a growing, fast paced organization and “Enrich Lives”, please email your resume to:

Resumes@butterballfarms.com

Butterball Farms, Inc. is proud to be an Equal Opportunity Employer