

# 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.

## **IT Support Specialist**

In this role you will be responsible for responding to requests for IT support, assessing the severity of incidents, and ensuring requests are processed in a timely manner. You will document existing systems, train and support users, and proactively identify any opportunities to improve efficiencies in technology. You will deploy system updates and implement IT policy changes as they are released. You will be involved in developing and implementing new IT projects related to continuously improving the efficiency of our users in their use of technology.

### **The Essential responsibilities include:**

- Facilitate the effective use of technology resources by providing training and technical support.
- Proactively identify training opportunities and develop training programs to help enhance user productivity.
- Translate business needs into technology project specifications through research, interviews, observation, and the evaluation of available solutions.
- Execute project related tasks and provide training as new technologies are introduced.
- Analyze, diagnose, and troubleshoot IT related issues.
- Create and maintain system and configuration documentation.
- Assist in maintaining existing IT resources, including:
  - Maintain users and computers in an Active Directory domain environment with associated cloud services.
  - Participate in maintaining the corporate Intranet and public websites.
  - 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 IT infrastructure and policies, and provide related training.
- 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](mailto:Resumes@butterballfarms.com)

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