

Business Support Specialist

Overview

We are a 41-year Agriculture Marketing company that is in search of a talented individual who can work with a dynamic team in wide array of business support roles, including but not limited to: general IT (computer setup, troubleshooting, & updating), website updates, social media management, general office support, Business Intelligence, research, data analysis, & graphic design. The perfect fit would possess a willingness to learn new skills, have a "can-do" attitude, be energetic, fun, organized, very resourceful, focused, honest, dependable and very reliable. Must also be an excellent problem solver. Do you excel at applying your skills to unfamiliar issues and have a tenacious mind set with high attention to detail? Then we want to meet you.

Essential Duties and Responsibilities:

- Ability to troubleshoot and install items such as: keyboards, touchscreens, scanners, digital cameras, monitors, printers and other peripherals
- Excellent communication skills to work with colleagues and customers on a daily basis
- Resolve customer problems promptly and accurately
- Provide technical assistance to office staff as needed
- Data Input, Data Analysis, & Market related research
- Trade show preparation
- General assistance to the Marketing Manager and Business Intelligence Manager
- Knowledge of standard office equipment and how to troubleshoot and maintain equipment
- Assist in software and hardware upgrades i.e. install and configure computer networks
- Add or update workstations for office staff
- Perform routine PC maintenance and updates for performance efficiency
- Assist in maintaining Internet service, firewalls, and telephone systems
- Initiate process/systems improvements

Physical Requirements/Working Conditions:

- Perform tasks requiring manual dexterity, and sit for extended periods of time



Roach Ag. Marketing, Ltd.

Helping Farmers Since 1978

- Lift 20-40 pounds of office supplies (copy paper, computer paper, mail, etc.)
- Repetitive motion using wrists, hands, and fingers
- Dynamic, time-sensitive environment

Qualifications:

- Bachelor's degree or equivalent work experience
- Ability to operate basic office machines (computers, telephone, copy machine, etc.)
- Experience in maintaining and repairing computers and other peripherals
- Good working knowledge of Windows operating systems
- Excellent working knowledge of Microsoft Suite software: Outlook, Excel, Word, & PowerPoint
- Self-motivated, team-player, ability to prioritize, meet deadlines, manage changing priorities
- Willingness to work outside of normal business hours
- Excellent oral and written communication skills
- Strong analytical and problem-solving skills, excellent attention to detail
- Ability to effectively communicate with upper management, colleagues and customers on a daily basis
- Internally motivated and able to work independently
- Must be authorized to work in the US for any employer

Compensation and benefits:

- Eligible for Paid Major Holidays/PTO time after satisfactory completion of a 90-day probationary period
- Eligible for Health Benefits after 30 days
- Competitive Salary
- 401K with match

Additional Documents:

- Cover Letter
- WORD Resume

Email resumes to: mjackson@roachag.com

Only applicants meeting the strict criteria outlined above will be contacted as part of the shortlisting process. EOE Employer

****Criminal background checks are conducted as well as reference checks.**