



SEEDING IDEAS.  
SINCE 1911

**IT/Helpdesk Tech**, Crookham Company, Caldwell, ID

Post Date: 09/30/20

Close Date: 10/30/20

**Employment Type** Full-Time, Hourly with Benefits

**Compensation:** DOE

**Job Type:** Information Technology

**Education:** Associate's Degree or Technical Diploma in computer related field desired.

**Experience:** Help Desk experience preferred but will train.

**Industry:** Agriculture - Seed Production & Distribution.

**Manages Others:** No

**Relocation:** No

**Required Travel:** Limited

**Company Summary:**

Crookham is a local family owned seed company founded over 100 years ago to meet the country's popcorn seed demand and has grown to provide specialized production, breeding and distribution of hybrid sweet corn, popcorn and onion seeds domestically and internationally. Through the years the Company has gained a reputation for its decisiveness, integrity, innovation and a high level of energy and drive. It is a company dedicated to its customers and employees alike and looking for a new member to join its team.

**Job Summary:**

Working in the IT Department at Crookham Company will involve working with and assisting end users with MS Windows, MS Office, IOS (Apple Devices), Android Devices, Virtual Servers (HyperV) Host Servers, Appliances and Services such as Barracuda Backup, Web Filters, MS Exchange, Mail Archiver, SSL VPN, Cisco Switches, Nod32 Antivirus, Mail Filter, MS SharePoint. Support company quality management system and document control using ZenQMS software.

**Responsibilities:**

- Provide quality & timely help desk support to end users of IT systems, PC's, scanners, mobile devices, printers, IP Phones, mobile phones, security, surveillance, and access control.
- Troubleshoot & take necessary action to minimize downtime.
- Assist the IT manager with assigned projects.
- Monitor & maintain climate control devices in the server room.
- Report to the IT manager any concerns involving security, system health, shortcomings, fraud, etc.
- Help maintain bench stock inventory.
- Identify & recommend IT solutions to the IT manager.
- Provide training to users on software & equipment.
- Maintain off hour communication to support IT mission during annual harvest.
- Prepare & report the status of help desk requests.
- Identify & report hardware shortcomings and status to the IT Manager.
- Identify & report hardware & software upgrade requirements to the IT Manager.
- Manage Windows Updates.

### **Key Skills & Competencies:**

- Must be a self-starter, highly motivated, and capable to work with minimal supervision.
- Ability to effectively communicate with diverse groups of managers and personnel.
- Install and upgrade PC and network devices.
- Ability to gather and use customer inquiries, feedback and call trends to improve quality of service.
- Software: MS Office & Office 365, (Word, Excel, Outlook, PowerPoint, Access); Exchange, Hyper V; Anti-virus programs; Basic MS SQL (desired)
- Browsers: Chrome; Safari; Firefox; MS Edge; IE
- Hardware: PCs, Servers, Laptops, Tablets, iPhone, Printers, Switches, Symbol Barcode Scanners, Etc.
- Networking: LAN, WLAN, VPN/Remote Connectivity, TCP/IP
- Platforms: Windows, Servers, IOS, Android.
- Active Directory, O365, DHCP, Domain Controllers.
- PBX Phone System

