

IT Support Technician

Candor-AGS is a privately held, U.S. corporation with global operations in food import/manufacturing and consumer packaged goods sales/distribution. With combined sales over \$100 million, we directly employ more than 400 extraordinary people worldwide and work with a network of more than 30,000 dedicated growers. We are obsessed with Quality, Value, and Traceability.

We are currently seeking an **IT Support Technician** to report to the IT Manager and have general responsibilities for supporting all of the company's various systems such as Windows 7 and 8 operating systems, Sage X3 ERP, and Microsoft Office for our nut processing facility located in Fresno, CA.

The ideal candidate will have an affinity for working with **Purpose, Authenticity, Excellence, Creativity, Respect, and Compassion – the core values of our company**. He or she will thrive in a positive and respectful work environment and be a self-motivated, collaborative team member ready to support second shift personnel on a 4-10 schedule Monday-Thursday from 4 PM to 2:30 AM.

Responsibilities:

- Trouble shooting user issues involving network access, logging on, printing, and/or scanning.
- Documenting all support issues and escalating complex issues to our Tier2 support partner.
- In depth training on Caro Nut's ERP system, which is Sage v8. This will be in order to support users who have issues performing standard transactions such as production, shipping, and receiving.
- Monitoring the activity of the network to identify potential issues and remediate as necessary.
- Support all hardware to include: document printers, barcode printers, scanners, WIFI access points, and the company's physical on-premises servers.

Education/Experience:

The ideal candidate will have a 4 year college degree in a relevant technical field such as computer science or engineering. However, we will also consider candidates with degrees in non-technical fields as long as they have the requisite technical experience which we are defining as 2 years in an IT Support related position.

Knowledge, Skills and Abilities:

- Trouble shooting of computer support related issues involving networking and IT systems.
- Knowledge of networking and IP protocols.
- Experience working with ERP systems such as SAP or ORACLE, but preferably with SAGE.
 - Will train on specific aspects of the ERP system but the desired candidate will have knowledge of SQL, Crystal Reports, and analytical data evaluation as defined in various data tables.
- Above average overall proficiency with Windows 7 and Windows 8 operating systems.
- Advanced skills in Microsoft Office to include working with data in worksheets, formatting, and use of formulas and macros as needed to perform the needed functions.
- Above average written and verbal communications skills. This position will be responsible for creating system documentation and procedures as needed as well as providing written reports to management.
- The ability to train others on IT systems used within the company and to explain complex issues and procedures in basic, or laymen's, terms.

If you are interested, please submit your resume and salary history to hr@candor-ags.com for consideration. Submissions without salary history will not be considered.

Candor-AGS, Inc., is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, age, disability, veteran status or any other protected factor under federal, state or local law.