



**Position Title:** Service Center Analyst

**Job Description:**

1. Resolve, assign and track network, hardware, application, security and mainframe issues via phone, walk-ins and onsite contact.
2. Communicate with the internal customers, ensuring criticality of problems are accurately addressed and resolved.
3. Maintain knowledge of technologies currently in use at Foster Farms and provide first and second level support for these technologies.
4. Install, deploy, troubleshoot and repair desktop and laptop PCs, printers, peripherals and applications/software.
5. Research and evaluation of technological advances for company use.
6. Participation in projects in order to ensure customer support requirements are addressed prior to a roll-out or go-live.
7. Create and maintain Standard Operating Procedures relating to installation, security and training used in Service Center.

**Requirements:**

1. Bachelor of Science/Bachelor of Arts degree in Information Systems or related field preferred
2. 3.0 GPA or above required
3. Must be able to work various shift schedules
4. 6 months to 1 year of Help Desk or Desktop Support experience preferred
5. Knowledge of computer systems, networks and personal computers
6. Knowledge of VPNs, LANs and WANs
7. Highly self-motivated and self-directed
8. Capable and willing to learn systems with limited supervision
9. Ability to communicate clearly, concisely, and effectively with both IT and non-technical staff in both written and verbal form
10. Ability to plan, organize, prioritize and execute tasks in a changing and demanding environment
11. Familiarity with MS operating systems (XP – Win8) and Office applications
12. Strong troubleshooting skills, sound judgment and decision making abilities
13. Experience working both independently and in a team-oriented collaborative environment
14. Strong customer service, communications, and interpersonal skills
15. Proven analytical and problem solving skills
16. Strong service oriented mentality with a desire to help others
17. Ability to lift up to 50 lbs

**Application instructions:**

1. Deadline for applications is **October 20<sup>th</sup> at 5pm.**
2. please send resume to [apply@fosterfarms.com](mailto:apply@fosterfarms.com)
3. In the subject line indicate the area/job you are interested in and REQ#47908
4. GPA must be on your resume to be considered

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