JOB DESCRIPTION
Title: IT Specialist
Date Last Modified: November 2026

Department:	IT	**Classification:**	Non-Exempt
Supervisor:	IT Manager	**JOB CODE:**	AIT000-P1-08
Status:	Regular, Full Time, Onsite		
Schedule:	Monday through Friday 8:00 am to 5:00 pm; occasional flexibility such as evenings or weekends might be required. Minimal travel may be required.		
Pay Range:	MIN $ 59,602.00 MID $ 74,503.00 MAX $ 89,404.00		

Position Objective: The IT Specialist is responsible for maintaining, troubleshooting, and supporting an organization's computer systems, networks, software, and technology infrastructure. This position ensures that employees have reliable access to technology and that systems operate efficiently, securely, and effectively. The ability to manage positive vendor relationships, having strong troubleshooting and problem-solving skills, being organized, possessing project management skills along with excellent communication and customer service skills will support success in the role.

Essential Qualifications: Education, Experience, Skills, Certifications:

- **Education:** Bachelor's degree in Information Technology or equivalent experience in Information Technology
- **Experience:** Minimum of 2 years of experience in support, help desk, computer systems administration.
- **Other:** Knowledge of Windows and Microsoft Office 365 and NetSuite, Understanding of computer hardware, software, networking and operation systems, Knowledge of cyber security practices and data protection, Ability to work independently and manage multiple priorities, ability to quickly learn unfamiliar topics, experience with managing sensitive company data

Our Essential Values:

- ***Customer First:*** We help growers succeed.
- ***Passion for Sustainability:*** We advance agriculture through biological innovation.
- ***Collaboration:*** We win as one team.
- ***Well-being:*** We invest in people to achieve sustainable success
- ***Execution:*** We turn plans into results.

Essential Functions and Responsibilities:

- Actively participate in demonstrating desired behaviors associated with our Core Values
- Support the company culture and customer-first mindset
- Maintain positive work atmosphere by acting and communicating in a manner that promotes cooperation with customers, collaborators, vendors, co-workers and managers
- Install, configure, maintain, and troubleshoot computers, printers, servers, and other IT equipment
- Provide technical support to employees by diagnosing and resolving hardware and software issues
- Maintain computer networks, internet connectivity, and communication systems
  Set up user accounts, email accounts, passwords, and access permissions
- Onboard/Offboard team members in IT
- Install software updates, security patches, and system upgrades
- Monitor system performance and identify potential technical problems
- Maintain data backups and assist with disaster recovery procedures
- Implement and maintain cybersecurity measures to protect company information

- Document technical issues, solutions, and IT procedures
- Support development and implementation of new projects and installations
- Train employees on software applications, systems, and technology best practices
- Coordinate with vendors and service providers for IT-related equipment and services
- Ensure compliance with company IT policies and security standards
- Spec and order new IT equipment
- Maintain IT inventory with asset tracking process
- Research new technologies to assist in the changing needs of the company
- Use internal ticketing system for all IT related work
- Other duties as assigned

Performance KPI's

- Mean time to Resolution on internal cases within 2 days at 80%

PHYSICAL ACTIVITY REQUIREMENTS FOR IT SPECIALIST	
Frequently Required for up to 8 hours	**Occasionally required**
Sitting	Standing
Speaking	Walking
Hearing	Kneeling
Seeing	. Crouching
Repetitive Motion – computer, mouse	Reaching
Lifting – up to 20 lbs.	
Carrying – up to 20 lbs.	
Color Vision	