

Now hiring a Part-time IT Specialist! 15-20 hours/week

We are currently seeking a part-time **IT Specialist** to join our fast-growing, entrepreneurial family of companies! Open Gates Group is a family of companies consisting of Kalona Farms, Kalona Creamery, Farmers Creamery, ARTI, Awesome Logistics, Provision Ingredients, and Frytown Properties. Our **IT Specialist** is responsible for helping end-users on a day-to-day basis with common Windows environment issues and questions. Primary responsibilities include providing outstanding service and IT training to end users and supporting the organization's IT related projects as needed. This is a part-time position with flexible hours that fall preferably in the mornings. 15-20 hours/week.

What you will do:

- Assists end-users with issues and questions across OS and software platforms maintaining excellent customer service.
- Resolves problems in the areas of hardware/software installation, repair, upgrade and maintenance.
- Provisions, installs/configures, operates, and maintains system hardware and software.
- Works with end-users to automate, scale, and/or implement new IT features for existing systems.
- Evaluates and recommends new technologies that will improve the team's ability to meet the needs of the company.
- Reviews and approves operational quality of system equipment.
- Assists with large-scale installation and maintenance of IT workstations, networking, phones, cameras, and security systems.
- Maintains various computerized technical systems such as security doors, cameras, phones, and servers.
- Trains employees on the technical resources needed for their positions.
- Documents and maintains record of work performed while focusing on ways to improve existing processes.
- Writes comprehensive documentation including design documents, policies and procedures
- Network infrastructure wiring and maintenance
- GPS and Temp monitoring install and maintenance for Awesome Refrigerated Transit of Iowa
- Active Directory Domain Management, script writing, and Google Apps administration
- Other IT-related duties as assigned.

What you will need:

- Knowledge and understanding networking, PC computer software and hardware installation, Microsoft office and Google Docs.
- Excellent interpersonal and customer service skills with the ability to prioritize and follow through with tasks in a timely manner.
- Strong attention to detail with excellent analytical and troubleshooting skills.
- Ability to diagnose and troubleshoot components such as hardware, software, networking, and applications in a Windows driven environment.
- Knowledge of operating systems internals, system utilities and communication protocols including TCP/IP networking.
- Working knowledge of security and web servers.
- Knowledge of GPS and Temp monitoring in trucking systems a plus.
- Knowledge of writing script a plus.
- Ability to assemble and install workstations independently.
- Willingness and ability to physically lift and install computer equipment such as monitors, printers, and scanners

Our Benefits:

- Flexible schedule!
- Opportunity for advancement!

- Discounted employee purchases!
- Unique, entrepreneurial culture!

Our Mission and Guiding Principles:

We successfully create value and enhance lives by attending to how we do business!

We Treat People Right

We Think Like Entrepreneurs

We Offer a Great Place to Work

We Build Strong Relationships

We Create a Place to Learn & Improve Life in Our Community

Interested?

Check out our Facebook page #OpenGatesCulture and send resume to tara.benson@opengatesgroup.com.

EOE