

Job Title:	<b>LMS Systems Manager and Technical Support Lead</b>	Job Category:	Technology and Design Team
Department/Group:	Technology and Design Team	Job Code/ Req#:	N/A
Location:	Monticello, IL	Travel Required:	Minimal (10%)
Level/Salary Range:	Dependent on experience	Position Type:	Full time
HR Contact:	brent@agcreate.com	Date posted:	02/26/2021
Will Train Applicant(s):	Applicant will work alongside and closely with our Customer Success Manager, to execute position outputs. The applicant will need initiative to work independently and as a respectful team player to problem solve new situations	Posting Expires:	03/26/2021
Applications Accepted By:	hr@agcreate.com		
E-mail: hr@agcreate.com  Subject Line: <b>LMS Systems Manager and Technical Support Lead:</b> AgCreate Solutions, Inc.	Mail: AgCreate Solutions, Inc. 214 S Independence Monticello, IL 61856  Please send resume, link to video and creative portfolio and reference list to hr@agcreate.com		
AgCreate Solutions, Inc Our Mission: We work to improve animal and human well-being on farm on a global basis by creating and distributing impactful learning experiences. We strive to create educational materials that reach the audience in a way that inspires action, dependability, and trust. We will be an integral part of providing safe food to nourish people.			
Job Description			
Role and Responsibilities <b>LMS SYSTEMS MANAGER</b> <ul style="list-style-type: none"> <li>• Lead technical support for our LMS customers alongside team</li> <li>• Work with Customer Success Manager to create SOPs for the following technical support needs:             <ul style="list-style-type: none"> <li>• Email response templates</li> <li>• Phone handling guidelines</li> <li>• Internal support documents</li> <li>• Reassess the status on a routine basis to ensure effective customer support</li> </ul> </li> <li>• Strong desire to exceed a customer's expectation</li> <li>• Proactively manage and organize LMS assets.</li> </ul>			

AGCREATE IS AN EQUAL OPPORTUNITY EMPLOYER WITH REGARD TO ALL EMPLOYMENT PRACTICES AND PERSONNEL ACTIONS. WE PROHIBIT DISCRIMINATION AND HARASSMENT OF ANY KIND. WE ARE COMMITTED TO CREATING AN INCLUSIVE ENVIRONMENT FOR ALL EMPLOYEES.

- Publish new learning experiences.
- Confirm successful implementation of lessons.
- Create organizational structure that best helps LMS asset management.

#### **TECHNICAL SUPPORT LEAD**

- Execute lead support for both internal and external technical issues.
- Provide technology support for our server and computers alongside existing support team
- Resolve technical issues within different components of computer systems, such as software, hardware, and other network-related IT related problems.
- Maintain and repair IT systems.
- Diagnose and repair faults, resolve network issues, and install and configure hardware and software.
- Troubleshoot and work with team to be primary internal computer support specialist
- Evaluate individual team member work efficiency based on equipment regularly.
- Work with team to evaluate need and research and recommend purchase of new technical equipment.
- Configure new equipment to work well with server and network
- Regularly evaluate technology longevity
- Confirm backup of server
- Perform server maintenance
- Confirm back up of websites

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Instructional Technology degree and/or Technical Support Engineering degree and/or Technical Support Specialist Degree OR documented professional experience with both Learning Management Software management and technical support
- Must have excellent professional communication skills and the ability to tailor communication to different personalities and communication styles
- Experience supporting customers via multiple communication channels (phone, e-mail/chat, and/or in-person)
- Experience with Microsoft and Apple products
- An eagerness to acquire new skills
- Technical understanding of IT systems
- Proficiency in Microsoft Office, Office 365
- Basic understanding of Word Press
- Knowledge or willingness to troubleshoot the architectural, cabling, and control system requirements

#### **“NICE TO HAVE” SKILL SET**

- Ability to speak Spanish a plus
- Commercial drone license (or willingness to become licensed)
- Graphic design or videography skills could add value
- Web design and development

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- Interest in agriculture or animals
- Technical understanding of AV systems
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#### DESIRED CHARACTERISTICS

- Respectful and professional interpersonal and communication skills.
- Cognizant about respecting the time of the other team in communication
- Team player, empathetic to other team members and their priorities
- Receives and give feedback with grace and respect
- Patient
- Flexible
- Kind
- Empathetic to frustrated users
- Detail-oriented working style
- Willing to communicate and seek proactive communication
- Self-disciplined
- Good at prioritizing or triaging situations
- Dedicated and committed to problem resolution.
- Willing to share knowledge with team members, superiors, and users.
- Humble attitude towards knowledge limitations
- Able to learn from experience and from informal/formal instruction
- Able to think logically and creatively
- Able to apply knowledge to new situations
- Demonstrated independent interest in technology

#### Continuing Education:

AgCreate supports continuing education activities related to position. Examples of this may include training courses or conferences. All continuing education activities must have approval and are dependent on company annual budget.

**Salary:** TBD depending on experience and reference checks.

#### Benefit Package

Competitive benefits offered for full time employees.