



IT SERVICE TECHNICIAN ASSISTANT

Spokane Valley, WA

AFCO Distribution & Milling is a division of Skagit Farmers Supply, a co-operative based in Burlington, WA. The Company has been in business since 1934. Our commitment is to provide quality products and services to our customers and community partners. The company is seeking candidates for an IT Service Technician Assistant at our distribution center in Spokane Valley, WA. This position will provide technical support and service to AFCO and the retail division of the Company, The Country Store.

RESPONSIBILITIES & DUTIES

- Install, upgrade, and maintain workstations, server and related software
- Monitor and evaluate current trends in technology related to computer support
- Research, develop specifications and purchase workstations. Migrate user data to new environments.
- Research, procure, install, configure, analyze and debug peripherals such as printers, scanners, barcode scanners, pointing devices, keyboards, PDAs and portable drives
- Provide and maintain system backups and maintenance of servers on a regular basis
- Ensure departmental and individual adherence to the company's network security standards
- Install, test and troubleshoot computer hardware, software and related network equipment
- Perform diagnostics and resolve networking, hardware and software problems for workstations
- Maintain an accurate and up-to-date inventory of departmental hardware and software
- Maintain documentation of all deployed hardware, software, configurations, licenses and uses
- Conduct periodic training of computer users in new procedures and enhancements
- Provide instruction and support to end users in one-on-one and group settings on all standard departmental applications and custom hardware and software configurations
- Recommend and provide ergonomic assessments and assist users with setting up an ergonomically suitable workstation configuration
- Maintain confidentiality with all aspects of the job
- Exhibit an ability to get along with others
- Practice punctual and reliable attendance
- Perform other duties as assigned

JOB REQUIREMENTS

- Must pass background check and pre-employment drug screen as a condition of employment (includes testing for THC/marijuana)
- Possess a valid driver license and maintain a safe driving record
- College degree or certificate in computer sciences from an accredited IT school or program
- One or more years of recent relevant work experience in an IT support role, to include system configuration, setup, troubleshooting and user support
- Strong organizational, multi-tasking, problem-solving, and analytical skills
- Ability to effectively communicate both verbally and in writing
- Possess a reliable personal vehicle, valid driver license and maintain a safe driving record.
- Be able to travel up to 20% of the time
- Lift, carry, push or pull 30 pound weight requirements

SCHEDULE

This is a full time, 40 hours per week position. Typically Monday through Friday, 8:00 a.m. – 5:00 p.m., Saturday & Sunday as needed.

COMPENSATION

A wage will be discussed during the interview process. After meeting eligibility requirements, benefits include:

**Medical Insurance - Dental Insurance
Life Insurance - Long-Term Disability Insurance
Vacation Pay - Sick Pay - Holiday Pay
401(k) Retirement Match - Employee Discounts
Dependent Tuition Reimbursement**

TO APPLY

Submit cover letter and resume to one of the following:

By mail: Skagit Farmers Supply
Human Resources
PO Box 266
Burlington, WA 98233

By email: HR@afcodistribution.com (reference "IT Service Technician Assistant" in subject field)

Applications for Employment may be obtained at <https://www.afcodistribution.com/careers/>.

