



Ethanol Products, LLC
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IT Support Specialist - JOB DESCRIPTION

POET Ethanol Products is a global leader in the energy and agricultural space, driven by responsible value creation in our industries, communities, and planet. Our roots developed as a supplier of fuel ethanol, and have grown into a multi-commodity and transportation based company providing solutions in grains, fuels, and carbon dioxide markets. As the largest supplier of ethanol in the world, we believe in both the value and benefits of driving a renewable solution to global energy needs, and focus on creating a better path forward in all our related industries.

We are looking for an IT Support Specialist to join our team to work as part of the Help Desk Support Team, providing first-level support for our internal and external customers.

Role Expectations

- Serve as the initial contact for the internal and external customers for IT-related issues, including a rotating after hours on-call schedule.
- Address as many support requests as possible and forward secondary level requests on to the appropriate technicians in a timely fashion.
- Ability to handle concurrent support issues and quickly prioritize them based on their criticality and communicate effectively with the affected users if a conflict arises.
- Monitor outstanding help desk tickets to ensure issues are resolved and/or the originators have appropriate updates on the status.
- Identify ongoing challenges that may not rise to the level of being an issue, but collectively represent an opportunity to add value to the system and communicate them with the development team.
- Provide user level testing for the development teams.
- Assemble any user documentation and/or training material for new software releases.

This is not an all-inclusive list of responsibilities and may change as business needs dictate

Preferred Experience

- Previous help desk experience.
- Basic knowledge of SQL Server Management Studio.
- Basic understanding of accounting and logistics.
- Ability to work independently and contribute ideas to improve processes and systems.

Work Environment

POET Ethanol Products provides a relaxed, but professional, non-smoking work environment. We are proud to be an Equal Opportunity Employer.

Interested applicants should submit their resume and cover letter explaining why they seem to be well-suited for the opening. Please email documents to Opportunity_IT_Software@poetep.com in either a pdf format or MS Word with a .docx extension.

If you want to learn more about us, please visit us at www.poetep.com