About Us:

Redbarn Pet Products is a manufacturer of premium pet food, treats, and chews. For over 20 years, Redbarn has been a family-owned business, and our co-founders, Jeff and Howie, are committed to staying that way. What began in 1996 as two lifelong best friends cooking in a kitchen has flourished into what they call, one big family. Jeff and Howie are honored to have many talented people who've worked beside them for 20 years now and to support a team of more than 500 today. Together, we work every day to put a smile on your pet's face.

Position Summary:

Redbarn Pet Products, LLC is seeking an experienced IT Support Technician. This is a frontline, internal customer facing role, performing in-house and remote troubleshooting. This position will require a highly technically skilled individual that is able to resolve more complex problems. Excellent communication skills, a positive and helpful attitude, a strong technical aptitude, and the ability to suggest creative process improvements are essential.

Roles and Responsibilities:

Provide customer-centric support to end-users

Analyzes, implements, troubleshoot and maintains local site hardware (computer, printer, scanner, phone etc.), software, and operating systems.

Understands and assist in performs analysis, troubleshooting, and repair of LAN and WAN infrastructure, including on-site servers, WAPs, switches, routers.

Accurately tracks and routes escalated incident and request tickets providing thorough documentation of troubleshooting, history, and resolution.

Analyzes user requests and evaluates multiple potential solutions to determine the best course of action and/or technology solution, delivering successful outcomes.

Provides general end-user training and documentation.

Provides support for Microsoft Office, Outlook, Mac OS, Video Conferencing, Antivirus.

Assist in running/managing CAT cable throughout the plant.

Assist in Server Administration including Windows and Databases.

Develop and refine help desk procedures to insure user satisfaction.

QUALIFICATIONS

Required Skills and Experience:

- 1+ years of IT support experience or equivalent experience required.
- 1+ years of deskside support preferred.
- CompTIA A+ certification preferred.
- Excellent interpersonal and professional communication, both verbal and written.
- Strong ability to use good judgment, problem-solving, and decision making skills.
- Strong organizational skills including multi-tasking and time management.
- Ability to maintain confidentiality and professional decorum.

- Knowledge of Microsoft Office, Microsoft Operating Systems and Mac OS.
- Knowledge of Active Directory, Remote Desktop Service and remote user support.
- Excellent troubleshooting skills.
- Knowledge of networking technology and concepts.
- Knowledge of TCP/IP protocol.
- Ability to gain, understand, and apply knowledge from technical manuals.
- Demonstrated ability to thrive in a fast-paced, constantly changing environment.
- Travel Abilities - Occasional travel to HQ may be require.
- Must be able to lift, carry, or pull up to 50 pounds.

The Company offers competitive wages and benefits including employee discounts, company matched 401(k), Medical Insurance, Vacation and Paid Holidays.

To apply, please email resume with salary requirements.

Redbarn Pet Products is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.