Senior Help Desk Support Engineer

Position Summary

The Farmer Mac IT department is in the process of growing in size and maturing in operations in order to better support the growth of the company. As part of this growth, Farmer Mac IT is looking for a technical and personable individual for the position of Senior Help Desk Support Engineer.

This position is primarily responsible for management and support of Microsoft Windows laptops and software throughout their full life cycle. Secondary responsibilities include server and cloud application administration as it relates to user, computer, and desktop hardware and software management. Suitable candidates must be able to balance long-term strategic planning with the immediacy of daily user and system support. Equally important is the ability to work without supervision as well as collaborate as a member of a larger team on issues that span functional areas.

Who You Will Work With

The position reports directly to the Manager - IT Enterprise Infrastructure and coordinates with Farmer Mac Human Capital for onboarding and offboarding employees and contractors. The Senior Help Desk Support Engineer interacts with all Farmer Mac users, including members of the board of directors, via e-mail, instant message, telephone, and face to face. Remote support is conducted for Farmer Mac's offices throughout the country and for remote users (home-office users and those traveling for business). The position is required to work with and at times manage outside vendors.

Where and When You Will Work

Work is to be conducted at Farmer Mac's headquarters at 1999 K Street, NW, Washington, DC. Core business hours are Monday through Friday 8:30 am to 5:30 p.m. Eastern. Work outside of these times may be required for planned and unplanned activities for the purposes of minimizing business disruption, ensuring business continuity, and coordinating work with vendors and service providers.

Primary Responsibilities and Duties

- In managing and supporting desktops, laptops, mobile devices, software, telecommunication equipment, and audio/visual systems from inception to disposal, the position has oversight for the entire workflow
- Develop and maintain baseline configuration standards for laptops and mobile devices
- Manage asset inventory, conducting asset allocation, reallocation, tracking, and disposal
- Monitoring and managing the MSP's performance regarding asset configuration, patch management, backups, device encryption, endpoint protection, and other maintenance activities
- Conduct asset configuration, patch management, and other maintenance activities
- Monitor Dell workstations, laptops and iOS devices for availability, performance, compliance, and security, responding per Farmer Mac policies and procedures
- Log, respond, route, resolve, follow up, close, and report on asset support incidents and requests via the helpdesk ticketing system
- Diagnose and resolve unique, non-recurring problems
- Maintain an asset knowledge base that includes specifications, documentation, training materials, support issues, and other information related to assets and their use at Farmer Mac
- Support development of training materials and conduct basic training on system usage
- Ensure compliance and reporting in accordance with Farmer Mac policies and industry regulations
- In conjunction with IT and business managers, author and maintain system management policies and procedures
- Work with IT and business managers to coordinate immediate (minutes and hours), short- (days), mid- (weeks), and long-term (months & years) asset management activities
- Provide reports to managers via
  - Daily status of issues and planned activities—formal or informal as dictated by events
  - Semi-formal weekly reports on completed accomplishments, activities planned for following week, and outstanding issues
  - Formal monthly, quarterly, and semiannual reports on compliance with Farmer Mac policies and regulatory requirements

Technologies Specific to Farmer Mac

- Hardware: Dell
- Operating systems: Windows 10 64-bit, Windows Server 2012 R2 or later
- Microsoft 365 (Enterprise 5) including Exchange Online, Flow, Forms, OneDrive, Planner, SharePoint Online, and Yammer
- Microsoft Office 365 ProPlus, including Visio, Project, OneNote, and Teams
- Windows Server AD & Azure AD; User and Computer accounts, Security and Distribution groups
- Windows Server: Group Policy Management, File Server, Print Server
- Windows Hello for Business and other authentication systems
- Adobe Suite (Acrobat and Creative Suite)
- SaaS: Asana, Box.net, JP Morgan ACCESS Admin, Fedline EUAC
- Endpoint protection: Windows Defender Advanced Threat Protection, Intune
- Keyboards, mice, docking stations, cabling, etc.
- Multifunction printers (HP and Canon)
- Basic understanding of core network components (Cisco Meraki)
- Apple cell phones and tablets
- Audiovisual system (Crestron)
- Teleconferencing (Polycom, Skype for Business, Microsoft Teams)
- Voice over Internet protocol (VoIP) phones (Polycom, Allied Telecom) and other related products and technologies

Required Skills & Qualifications

- At least five years of professional experience supporting Microsoft Windows Servers and Microsoft Windows 10 clients
- At least five years of professional experience supporting Microsoft Office products
- Ability to perform end-to-end configuration of Windows 10 workstations
- Ability to manage users within an Office 365 Administrator portal
- Knowledge of networking and ability to troubleshoot phone and workstation networking issues
- Basic knowledge of troubleshooting Remote Desktop Services and VPN
- Basic knowledge of backup solutions
- Ability to act in a timely and professional manner, proactive, and oriented to providing customer service
- Ability to present ideas in user-friendly language to both technical and non-technical users
- Broad understanding of conducting user and system support using a ticketing system

- Bachelor's degree in computer science or information systems or more than five years of work experience in these fields
- Ability and willingness to lift and carry up to 25 pounds

Preferred Skills & Qualifications

- Commitment to professional development and continuous growth
- Certifications: Microsoft Certified Azure Administrator Associate or similar, CompTIA A+, and/or Network+

About Us

At Farmer Mac, everything we do is inspired by our mission, our promise and our values. We are a diverse group of talented, engaged, and passionate individuals who are committed to bringing vitality to rural America through innovation, collaboration, and excellence. This team embodies these principles that have guided Farmer Mac since its inception and help us to serve as a champion for rural America. Candidates for this position must share the same appreciation for rural America and should want to devote a career to serving those who help set the global standard in agriculture and rural utilities while advancing the livelihood of rural communities.

Farmer Mac's Mission

Farmer Mac is committed to help build a strong and vital rural America by increasing the availability and affordability of credit for the benefit of American agriculture and rural communities.

Farmer Mac's Promise

To build a strong and vital rural America through innovation, collaboration, and excellence.

Farmer Mac's Core Values

Stewardship

Innovative Thinking

Unrelenting Excellence

Passion for Rural America

Unparalleled Service

Collegial Collaboration

Absolute Integrity

One Farmer Mac

Farmer Mac is an equal opportunity employer.

NO EMPLOYEE OR JOB APPLICANT WILL BE DENIED OPPORTUNITIES OR BENEFITS AT FARMER MAC BASED ON RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN, DISABILITY, VETERAN STATUS, CITIZENSHIP STATUS, GENETIC INFORMATION, OR ANY OTHER BASIS PROHIBITED BY APPLICABLE LAW.