**Business Systems Support Analyst**

**Company Summary**

The TriCal Group is a privately held family of companies based in the United States, with worldwide affiliates in areas including Canada, Europe, Latin America, Australia, South Africa, and Asia. The TriCal Group exists to promote the most beneficial soil environment for growers to produce healthy, bountiful crops that feed the world. We accomplish this by supplying pre-plant soil fumigation material and application, crop health and nutrition analysis, post-harvest fumigation, irrigation, fertigation, and agricultural equipment to growers in over 30 countries.

**Job Summary**

We currently have an exciting opportunity for a Business Systems Support Analyst who will provide support and guidance to users experiencing technical issues relating to software applications.

**Primary Duties and Responsibilities**

* Provides technical support and guidance to resolve user's software issues.
* Communicates with users via phone, email, online meeting applications, and/or a support ticketing system to assess the scope of the problem and determine what, if any, resolution steps users have performed.
* Applies knowledge of computer software and hardware to assist users in resolving problems.
* Installs or assists with the installation and set-up of new software.
* Maintains knowledge of technical innovations, trends, and best practices; makes recommendations for new software and hardware.
* Drafts or revises user training manuals and procedures.
* Maintains logs of support services provided in the ticketing system or other appropriate database.
* Develops training materials and/or provides onsite training as requested.
* Other duties as assigned.

**Experience/Skills**

* Ability to work in a team environment.
* Excellent interpersonal and customer service skills.
* Strong analytical and problem-solving skills.
* Works well in a team environment.
* Thorough understanding of technology commonly used by clients and employees.
* Ability to explain technical problems to nontechnical employees.
* Travel required.

**Requirements**

* High School diploma or equivalent; a degree or relevant certification in IT is a plus.
* At least 3+ years of experience in an IT/customer service role or higher.
* Proficient with Sage 500 and various Microsoft Office applications or related software. Experience and proficient with an HRIS system components.
* Basic knowledge of IT hardware, software, and operating systems.
* Excellent communication and interpersonal skills.
* Problem-solving abilities and patience in assisting end-users.
* A customer-centric approach with a strong commitment to user satisfaction.

**Preferred but not required**

* Associate degree in business, Information Systems & Technology, or related field and/or training; or the equivalent combination of education and experience.
* Bi-lingual (English and Spanish)

**Job Type:**

* Full-time

**Benefits:**

* 401(k)
* 401(k) matching
* Dental insurance
* Employee assistance program
* Flexible spending account
* Health insurance
* Health savings account
* Life insurance
* Paid time off
* Retirement plan
* Vision insurance

**Schedule:**

* 8-hour shift
* Monday to Friday

**Ability to commute/relocate:**

* Pinehurst, NC 28374: Reliably commute