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ABOUT POET ETHANOL PRODUCTS

POET Ethanol Products is a global leader in the energy and agricultural space. We started as a supplier of fuel ethanol, and have grown into a multi-commodity marketing and transportation company providing solutions in fuels, grains, and carbon dioxide markets. We are part of a network of engineering, management, marketing, and manufacturing companies that are dedicated to being good stewards of the Earth by converting renewable resources to energy and other valuable goods as effectively as humanly possible. As the largest supplier of ethanol in the world, we believe in the value and benefits of driving a renewable solution to global energy needs, and focus on creating a more sustainable path forward in all our related industries.

JOB SUMMARY

We are the initial point of contact for all IT related issues at POET Ethanol Products and it is our job to meet our customer's needs by resolving issues as quickly and efficiently as possible.

As a **Support Specialist**, you will have the chance to work directly with our internal and external customers on a variety of issues and projects. Daily tasks include answering phone calls, responding to emails, documenting issues and processes, and completing tickets in a timely manner. There is also an afterhours call rotation which is responsible for addressing any after hours issues. Sound intimidating? Don't worry, we will help you learn the ropes. If you are a problem solver, detail oriented, a good team player, effective communicator and are looking for an opportunity with a strong, growing company in an exciting industry, we can provide you with a challenging environment to put your skills to the test.

THIS JOB MAY BE FOR YOU IF....

- You have previous help desk experience in an IT environment
- You have attained or are working towards an Associate's or Bachelor's degree in computer science or 2-3 years' experience in an IT related field
- You have basic knowledge of Microsoft's Office Suite and/or SQL Server Management Studio.
- You communicate effectively and take note of the details. You write well and speak articulately.
- You are comfortable communicating in writing and over the phone.
- You can work independently and contribute ideas to improve processes and systems.
- You like helping people. You're patient and level-headed. You really enjoy exceeding someone else's expectations.
- You are a learner, not afraid of taking on new things and challenging yourself. You are not afraid to ask questions, as you're always looking to improve and help others.

A TYPICAL DAY (if there is one)

- 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

WORK ENVIRONMENT

- Culture is king at POET. We are all on the same team. We always communicate. We park our egos at the door. These aren't just slogans on our walls. It's part of who we are.
- We have an open work environment, with no offices. We are all in this together and we work close together.
- We work hard. We play hard. We have frequent team events, from bowling to BBQ's to charity activities.
- We also expect that everyone will maintain a healthy work-life balance. It's the best way to optimize health, happiness and productivity over the long term.
- There is not a lot of physical labor, most of your time in the office will be at a desk. Your longest walk will typically be to a meeting or to the break room to help yourself to one of the gourmet coffee\expresso selections or a piece of fresh fruit.

We are proud to be an Equal Opportunity Employer. If you want to learn more about us, please visit www.poetep.com