DAIRY RECORDS MANAGEMENT SYSTEMS

POSITION ANNOUNCEMENT
Technology Support Analyst

Dairy Records Management Systems (DRMS) is seeking a highly motivated individual to provide superior customer care and technical support from our Ames, IA office. DRMS, with offices at North Carolina State University and Iowa State University, provides monthly DHIA management reports, on-farm software (PCDART), and the PocketDairy app to over 14,000 producers with 2.1M cows and to 500 nutritionists, veterinarians and industry consultants.

Responsibilities: Work with a variety of customers in day-to-day support of PCDART, PocketDairy and other DRMS products via telephone, e-mail, instant messaging, and Team Viewer. Applicants must be eager to work as a team to determine solutions, identify any common support issues, and test new software features. Other duties include developing and presenting educational seminars and training exercises to DHIA managers and technicians as well as dairy producers.

Requirements: Bachelor's Degree in Dairy/Animal Science or an Associate's degree in Agriculture with dairy knowledge and experience. Basic knowledge of computers including Microsoft Windows. Dairy records experience preferred. Strong team work ethic, effective communication skills and ability to multi-task. Occasional overnight travel within and outside of IA required.

Applications: The position is expected to be filled no sooner than June 1, 2019. Interested applicants should contact Greg Palas, manager of Ames Technology Support, at gepalas@iastate.edu. When the position has been added to the Iowa State University system, he will respond with the web address needed to apply. Salary commensurate with experience.

Providing superior dairy management information systems to our customers is our mission statement, our business and our passion.