

# Cooperative Resources International

## POSITION OPENING

**Title:** Technical Support Specialist

**Accountable to:** Regional Sales Manager

**Location:** Northwest WI

**Subsidiary:** AgSource Cooperative

### Position Objective

AgSource Cooperative Services is seeking a Technical Support Specialist to provide field services training to new field technicians, continued training and support to field employees in designated area on dairy equipment hardware and software, included but not limited to robotics, parlors, and dairy management programs, as well as assist in the proper set up of new accounts. The Technical Support Specialist will also be responsible for providing training and support of AgSource herd management services and programs to members.

### Major Areas of Accountability

- Provide support and training to field service staff to ensure delivery of high quality services to membership
- Provide support of all AgSource products, services and programs to members within designated area, and maintain a comprehensive understanding of how these programs work and provide benefit to members. Be responsible for the proper set up of new accounts
- Assist in promotion and support of AgSource products and services at industry events and trainings
- Assist the Region Managers in providing field services as needed
- Manage all communication and contact with customers, industry contacts, and prospects through the use of CRM software

### Qualifications

- Associates or Bachelor's Degree in a related agriculture field of study with knowledge of the dairy industry and DHI business, or 3-5 years experience in a related agriculture position
- Strong understanding of on farm Dairy testing practices as they relate to DHI, with additional knowledge of dairy farming operations, management software and industry related technology trends preferred
- Ability to provide comprehensive training to new employees, using varying training methods
- Strong computer and technical skills
- Strong computer, technical, organizational, and time management skills
- Communication and people skills are a must
- Willingness to learn and develop both personally and professionally

**If interested apply on line to [www.crinet.com/career](http://www.crinet.com/career)**