

Oetiker is a successful, privately held Swiss group of global enterprises, which supply solutions for mechanical connecting solutions. Our high-quality products are sold all over world, mainly in the burgeoning automotive market, but also in other segments such as home appliances and medical technology. Steadily expanding with currently over 1800 employees in sites based around world, the Oetiker Group has ranked as one of the frontrunners in the industry for over 75 years.



The IT Operations & Support role is to ensure proper computer operations so that end users can accomplish organizational tasks. This includes receiving, prioritizing, documenting and actively resolving help requests. Problem resolution may involve the use of diagnostics and help request tracking tools, as well as hands-on help.

IT Support and Operations, ONY Lancaster

Your responsibilities

- Monitor Service Desk and reports, taking preventative action to ensure Service Levels are met across the IT and business services.
- Provide answers to users by identifying incidents; researching answers; guiding user through corrective steps
- Improve user references by writing and maintaining documentation and user manuals.
- Record, track, and document the Service Desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Responsible for escalation to level 2 (or level 3 during an emergency)
- Test resolutions to ensure incident has been adequately resolved.
- Install required software, and hardware
- Monitor, test, and report on hardware, software and network resources to ensure a high level of performance, security and integrity
- Improves system performance by identifying problems; recommending changes
- Work within a Global IT support team to support Oetiker business units as required.
- Support all physical and virtual environments
- Execute and check all operational system maintenance
- New Employee onboarding
- Ensure data security, compliance to company policies, and archiving/backups integrity
- Carry out other associated duties as may arise, develop or be assigned in line with the broad remit

Your profile

Minimum Requirements:

- Associate Degree in Information Technology or related field
- 3-5 years' experience in an IT Support/Operations role

Skills required:

- Helpdesk
- Application
- Windows 10
- Microsoft Server 2008 or 2012
- Networking (HP/Cisco)
- Communication skills (written and spoken)

Our renowned company offers the opportunity for independent and flexible personalities to work in a global team with challenging and varied range of tasks.

Have we caught your interest?

We look forward to receiving a detailed application from you.

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