

NCH EUROPE

NCH Europe cleans and conserves water, saves energy and delivers best-in class maintenance solutions. We focus on Hospitality, Industrial and Infrastructure businesses in Europe. With a presence in 26 countries, NCH Europe has over 2,000 associates and is one of the largest divisions of the NCH Corporation. NCH Corporation has a revenue of \$1B coming from a portfolio of profitable and growing operating companies.

From our creation in 1919 in Texas as a manufacturer and supplier of industrial maintenance solutions we now have a presence in over 55 countries worldwide. In Europe we are focused on 6 key business platforms; we specialise in Water Treatment, Waste Water, Parts Cleaning, Lubricants & Fuel Additives, Tools & Fasteners and Maintenance providing solutions to customers across the hospitality, industrial and infrastructure sectors.

Now we are looking for a candidate for the Lovosice production plant:

IT Support Team Senior

KEY ROLES:

To manage and drive all aspects of the internal client facing Europe 1st Line Support activities including daily supervision of the European Support Helpdesk team, in conjunction with the other IT Support Team Senior.

WE REQUEST:

- Working knowledge of business applications, PC applications & tools (including but not limited to Microsoft Office, Microsoft Exchange, Oracle ERP)
- Advanced knowledge of Microsoft Windows and PC/laptop hardware
- Knowledge of IT Tools for Support Tickets and Time tracking.(TrackIT & ACE)
- Knowledge and application of best practices for fault diagnosis and repair.
- Educated to HND/BTEC standard level or equivalent
- Knowledgeable in core IT applications, ideally with product accreditations
- Have at least 3 years' experience supervising an IT support team, working as part of a wider IT function
- Have experience of working with IT Service Management methodologies, ideally with a recognised ITSM accreditation
- Have experience of project/task management, ideally with a recognised project management accreditation
- Good written and communicative English skills essential, other European languages an advantage

WE OFFER:

- Be part of global US Company
- Young team of professionals with international experience
- Employees' benefits and future development
- Cooperation and communication with European affiliates, multicultural environment
- Daily using of English
- 5 weeks holiday