

# 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 Analyst***

### **KEY ROLES:**

To undertake 1st Line Support and other assigned activities to:

- 1) Support internal clients across all NCH European sites, to qualitative and quantitative standards.
- 2) Provide high quality Customer Service

### **WE REQUEST:**

- Good understanding of IT customer service expectations.
- Basic understanding of assets and software under support.
- Working knowledge of IT applications, PC apps & tools,
- Strong knowledge of the Microsoft Office suite.
- Strong knowledge of a Windows PC hardware platform.
- Basic knowledge of network and server support desirable.
- Knowledge of IT Tools for Support Tickets and Time tracking.
- Good written and spoken English skills, additional languages desirable, but not essential.

### **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