



We are looking for an experienced

## IT Support Specialist - North America

*Are you passionate about IT support, and are you energized by providing world-class support to enhance the everyday work life of your colleagues? Do you thrive in a dynamic environment where problem-solving and technical expertise are essential?*

### About Fibertex Nonwovens

Fibertex Nonwovens is a Danish company and a world-leading supplier of high-performance nonwovens, using advanced technologies, the best practices and quality materials, to enable our customers to create high-performance solutions that improve the quality of life for people. We have a strong focus on protecting the environment by incorporating sustainable practices across our businesses and communities. We strive to build a world with sustainable solutions, where we can consume, while taking care of our planet and its resources. Therefore, we are looking for a talented IT Support Specialist to join our company based in Gray Court, SC.

You will become part of a global IT setup, focusing on providing excellent support to all our colleagues. Operating from our walk-in helpdesk based in Gray Court, you support and troubleshoot a wide range of different systems and applications in close collaboration with our Global IT department.

This position will be supporting a 24/7 manufacturing facility. The ideal candidate must be able to maintain their composure during unexpected outages while exhibiting excellent problem solving and multitasking skills.

### Essential job responsibilities

As our new IT Support Specialist, you will be an important part of ensuring a high level of user-driven service for both our internal colleagues and external partners. This includes solving various incoming technical issues, as well as providing support for operational tasks such as setting up, production equipment, computers, printers and mobile devices, while ensuring that the look and feel in the company is clean and professional.

More specifically, you will be responsible for:

- Handling Active Directory tasks
- Supporting and searching for hardware/software errors
- Setting up and supporting AV equipment in meeting rooms, printing solutions, and video conference equipment
- Ensuring that production IT is working optimally.
- Keeping a firm hand on the IT inventory.
- Responding to user problems fast and effective.
- Be visible for your colleagues.

### Personality matters

We are looking for a motivated IT Support Specialist who is ready to take our Onsite Support to the next level. As a person you are curious, service – minded, and have a structured approach to your work. This is why you naturally take initiative and strive to meet deadlines while ensuring high quality in your work.

As a person, you are curious, service-minded, and have a structured approach to your work. This is why you naturally take initiative and strive to meet deadlines while ensuring high quality in your work. Your excellent communication skills enable you to communicate technical issues and adjust your approach according to the IT user's level of understanding. Lastly, you thrive in teams, where professional sparring and knowledge sharing are a natural part of your workday.

At Fibertex Nonwovens, you will become a part of an international and innovative organization that strives every day to ensure a high momentum both in our production and offices, and IT plays a crucial role in fulfilling this ambition. In this role, you will become a valued member of Fibertex and the global IT department around the world. Furthermore, as a part of your introduction, will collaborate closely with a US based mentor to ensure your professional growth and well-being.

### Skills Required

- Solving technical issues with strong troubleshooting both hardware and software.
- Ability to work with limited supervision and with diverse levels of technical understanding.
- Strong organization skills and attention to deadlines.
- Excellent communication skills which enable you to communicate technical issues and adjust your approach according to the IT user's level of understanding.
- Demonstrated experience with computers, printer and mobile and handheld devices.

### Experience/Education

- Degree in IT, IT Support, Computer Science, or equivalent IT certifications.
- Minimum of 3 years IT experience in a manufacturing environment is preferred.
- Previous experience working with computer/mobile devices and ticket systems in a manufacturing environment.

### Physical Requirements

- Must be able to lift up to 50 lbs. and work for extended periods sitting, kneeling and standing.
- Overtime including shift support and limited travel to other sites as needed.
- All candidates are subject to successful background requirements.



Please apply by submitting your resume to [Careers@fibertex.com](mailto:Careers@fibertex.com).

Fibertex offers a very competitive salary and benefit package.