



## A CAREER IS FINDING JUST THE RIGHT PATH FOR YOU FROM AMONG MANY OPTIONS.

You are important to us. The cornerstone of our success is from the creativity and motivation of our approximately 2,500 employees worldwide at 70 locations. Storopack is a global leader/specialist in developing and producing protective packaging and technical molded parts. We encourage our employees to be decisive even in challenging situations by empowering them to make a difference helping the company grow positively and profitably.

We are looking to recruit a flexible and team-oriented IT Support Specialist (m/f/d) to support the IT team at our **Pune** location. This position is available for an immediate start.

### IT SUPPORT SPECIALIST (M/F/D)

#### YOUR SKILLS:

- ▶ Completed training in the field of computer science or relevant professional experience
- ▶ Knowledge in the areas of Windows installation, Active Directory, Azure, Intune, MS Office, LAN and Wi-Fi etc.
- ▶ Acceptance, analysis and classification of incoming customer requests
- ▶ Rectification of internal company IT disruptions
- ▶ Fluency in English
- ▶ Experience in any ticketing tool

#### WE OFFER:

Storopack will provide you with on-the-job training as well as continuous further education relating to your position. The job is varied and challenging and we are looking forward to welcoming a new staff member to the already existing, dynamic and dedicated team.

#### WE LOOK FORWARD TO RECEIVING YOUR APPLICATION:

Storopack India Pvt Limited

Mr. Sagar Tekawade

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India

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#### RESPONSIBILITIES:

- ▶ Install and configure desktop computer hardware, software and peripherals using standards and best practices
- ▶ Adhere to industry best practices
- ▶ Document (as requested) processes, software distribution, hardware, endpoint assets and IT-related training materials
- ▶ Contribute to IT and business projects (as requested)
- ▶ Consistently provide exceptional IT support and customer service to all Storopack employees
- ▶ Provide level 1/2/3 IT and level 1/2 infrastructure support to service desk for Storopack employees
- ▶ Process customer requests and incidents using ticketing system
- ▶ Document resolutions and related information in the ticketing system
- ▶ Support IT Services Manager in performing basic administration tasks on IT and infrastructure components
- ▶ Provide input and assistance (as requested) for project planning and network operations
- ▶ Maintain record of daily data communication transactions, problems and remedial action taken and installation activities
- ▶ Research and resolve all open IT incidents and service requests in ticketing system
- ▶ Update all tickets as they are worked throughout the day; all tickets must be current by the conclusion of each day
- ▶ Proactively communicate feedback to management regarding IT issues
- ▶ Works in a hybrid environment to edit, update or create users per the companies needs