



The Röchling Group has been shaping industry. Worldwide. For more than 200 years. We transform the lives of people every day with our customized plastics: they reduce the weight of cars, make medication packaging more secure and improve industrial applications. Our workforce of 11,737 people is located in the places where our customers are – in 92 locations in 25 countries.

**It is time for a new challenge. And time to arrive where you want to be. We have grown steadily, together as a team. Would you like to grow too? For us and with us? If you answered yes, we have career opportunities for you. Do you have what it takes to spur game-changing innovation? Do you crave being a part of the solution, while enjoying training and learning opportunities? Then get ready to join the Röchling Automotive team and become part of the next chapter in our history? At our Duncan, SC location we are searching for a: Team Leader Infrastructure IT**

## Team Leader Infrastructure IT

### Where we need you

- Hire, coach, and develop a team to achieve strategic business goals
- Conception, design, operate, facilitate and improve IT Service Management structure and processes (Service catalogs, Service Request, Incident-, Change-, Problem- and Asset-Management) following the principles of the ITIL framework
- Coordination and cooperation with the internal and external service desk agents or service delivery partners
- Ensuring computer systems validation requirements as well as the data protection regulations
- Ensure proper use of the KPI system to measure the effectiveness and efficiency of IT service and ensure continuous quality assurance and improvement of customer satisfaction
- Ensure the establishment of standards, policies, guidelines for service processes, and end-user lifecycle support
- Support service desk in day-to-day operations (1L- / 2L-support)
- Work with others to identify problems and create computing and network architecture solutions.
- Manage regional network and server infrastructure
- Responsible for DLP and backup
- Elaborate, and keep updated the Business continuity and

### Disaster recovery plans

### How to convince us

- 5+ experience in the role
- Strong service orientation, well-structured, and self-driven personality
- Strong analytical, confident communication skills in domestic and international environment
- Very good IT technical knowledge and understanding
- Good project management skills

### Education:

- Bachelor or master degree in informatics or comparable qualification (study / professional experience)

### What we offer

- Benefits at DAY ONE
- 401k matching plan
- Paid holidays
- Röchling Wellness Program sponsoring run/walk programs throughout the year
- Onsite gym membership
- Employee Pricing and Discount program
- Continuous Improvement Program & Safety Awards



- Employee Referral Program
- Family Oriented work environment
- Apprenticeship/Internship programs
- Employee appreciation cookouts and dinners

Interested in joining our team? Please send your resume for consideration.