Röchling

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.

Location Duncan, SC

IT Infrastructure Specialist

Where we need you

The "Specialist Infrastructure IT" is the 2nd level support for our internal customers. The primary objective is to provide better resolution in the back office. This will be achieved by troubleshooting, diagnosing, and resolving incidents at our 2nd level teams to investigate and resolve.

The Specialist Infrastructure IT has a high degree of technical knowledge across a broad range of technologies and products including:

- Support all desktop support and applications.
- Manage multiple projects/ priorities simultaneously
- Support of SAP systems and critical SAP business functions in conjunction with Specialist Application Staff.
- Provide details on all information given and received into the trouble ticket database.
- Troubleshooting and repair of PC's, Laptops and Peripherals.
- On-call responsibilities for customer support.
- Determining business needs and evaluating existing network infrastructure and systems.
- Requires use/knowledge of Cisco (Switches and wireless products), Bind DNS/DHCP services, Linux operating systems, Cable Testing equipment and End user Operating Systems knowledge.
- Managing Cisco Meraki Systems, a plus
- Upgrading/replacing network hardware and software systems when required.
- Creating and presenting networking reports.
- Configuring firewalls, load balancing, routing, and switching to maximize network efficiency and security.
- Manage large area WAN/LAN networking by working closely with ISP providers to insure a secure and reliable network.
- Knowledge of Aruba Wireless Systems and configurations.

How to convince us

- Thorough knowledge of methods and techniques used to maintain and repair equipment
- Working relationships with associates, customers, and vendors
- Excellent communication both written and verbal, organizational skills, and customer service skills.

Education Requirements:

- Associate's Degree or Bachelor's degree preferred.
- Industry-relevant certifications preferred.
- 2 - 5 years of IT technical hands-on experience using a combination of hardware, operating systems within a manufacturing environment.

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

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