



## FISCHER USA, INC.

The family run FISCHER Spindle Group, is a world leader in precise, fast and powerful rotation. We are a technology leader in precision spindle construction, milling head production and the construction of air compressors for fuel cell technology. At present, we have five worldwide locations. We are a partner of the leading machine builders and serve markets across the globe. In the United States, we employ around 70 people who ensure customer satisfaction through successful, innovative products and our outstanding service.

## IT SUPPORT SPECIALIST (UNLOCK YOUR POTENTIAL!)

**FISCHER USA, INC.**

### YOUR MAIN TASKS

#### FISCHER USA – Part Time IT Support Specialist

Do you have fantastic people skills and a passion for technology? Fischer USA is on the lookout for an individual with an upbeat attitude, excellent communication skills, and outstanding troubleshooting abilities to join our team. As an IT Support Specialist, you'll be at the heart of our commitment to delivering exceptional customer service to our internal clients.

#### Key Responsibilities/Duties:

At Fischer USA, we believe in blending people skills with technology expertise. As an IT Support Specialist, your role will include:

- **People-Centric Support:** Provide expert support for incoming inquiries and issues related to computer systems, software, and hardware, ensuring a people-first approach to every interaction.
- **Customer Engagement Mastery:** Manage and respond to customer support tickets, emails, phone calls, and in-person requests, guiding our internal clients through effective problem-solving processes with a smile.
- **Service Excellence:** Demonstrate an unwavering commitment to exceptional customer service by following up with clients to confirm successful resolution of their issues, leaving a lasting positive impact.
- **Hardware Wizardry:** Install, configure, and support desktop and notebook computers, along with peripherals, ensuring that our users have the tools they need to excel.
- **Software Mastery:** Provide support for various software applications, including Microsoft Office 365, SAP GUI Client, Siemens NX, Team Center engineering applications, mobile VPN clients, and other software packages.
- **Network Troubleshooting:** Tackle network connectivity issues for LAN & WLAN devices, using your troubleshooting prowess to maintain our digital infrastructure's robustness.
- **Access Control Maestro:** Administer user accounts, user groups, and access control permissions in alignment with organization policies and procedures, maintaining the integrity of our security measures.
- **Flexibility:** Embrace a variety of duties as assigned, keeping things exciting and contributing your expertise wherever it's needed.

### YOUR PROFILE

#### Mandated Qualification Requirements:

To thrive in this role, you should embody:

- Fantastic people skills, ensuring every interaction is a positive and engaging experience.
- A passion for technology with a solid understanding of Office 365, Windows 10, and related technologies.
- A background in networking or a strong foundation in technology.
- A high school diploma and some college education.

If you're ready to combine your love for people and technology in a dynamic environment, Fischer USA welcomes you to apply. Join us in shaping the future of IT support! Submit your resume showcasing your skills and enthusiasm for this exciting opportunity. Unleash your potential with us!

Note: pay will be based on level of experience and skillset.

### WHY SHOULD YOU BECOME PART OF THE FISCHER GROUP?

FISCHER USA is a customer focused market leader of innovative service and design solutions for machine tools in the field of High Speed Spindle [HSS] systems. We are passionate about our work, inspired by the impact it has on our business and our customers.

-- [CLICK HERE TO APPLY](#) --



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