



## Challenge the Future with Us - Join Our Global Team

H&T Battery Components Waterbury is part of the family owned Heitkamp & Thumann Group, Germany, with a worldwide team of 2000 employees in 9 countries and 18 locations. H&T Battery Components is the partner of choice for the leading global battery manufacturer. Learn more about us at [www.htbatteries.com](http://www.htbatteries.com).

## Immediate opening at H&T Battery Components Waterbury for an IT Technical Support Specialist

### Description:

H&T Waterbury is looking for a skilled team player to join our IT Team. The person in this dynamic role will install, configure, maintain, and support a Microsoft Windows-based environment; provide Tier I/II level technical support and problem determination / resolution to user community. If this description fits your skills and interest, your job responsibilities will include:

- Install/configure/maintain/support Windows based desktops, laptops, and peripherals (printers, scanners, cameras, thin clients, phones, etc.).
- Provide Desktop troubleshooting, application support and problem ticket resolution.
- Install/configure desktop software packages.
- Work with user community on wired/wireless network connectivity issues.
- Lead deployment of hardware and/or application roll-outs to user community.
- Diagnose and/or repair printer related issues.
- Configure and set up iPhones and iPads.
- Provide phone support remote/offsite users.
- Provide after-hours support on an as needed basis.
- Perform backup of client computers.
- Provide recommendations on I.T. hardware and software.
- Participate in I.T. meetings.
- Perform basic administration of ERP system.

### Qualifications:

- A+ or N+ certified.
- 1-5 years of experience in Desktop / I.T. support with a solid understanding of escalation processes and procedures.
- Knowledge of Windows 7, Windows 10, and basic Infrastructure cabling and wired / wireless network interfaces.
- Knowledge of ERP systems. Syteline is preferred, but not required.
- Strong communication, documentation, and exceptional problem-solving skills.
- Ability to work effectively, both independently and in a team environment.
- This position requires an Associate / Bachelor's Degree in Computer Science or equivalent in a related field preferred.

### Benefits:

- Medical, Dental & Vision Insurance (DOH)
- Health Reimbursement Arrangement
- Flexible Spending Account
- Short & Long Term Disability
- 401k & Profit Sharing
- Tuition Reimbursement Program
- Paid Vacations & 10 Paid Holidays
- Life Insurance

Please contact for additional information:

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