



Founded in 1969 as SEG in Krefeld, Germany - grown under Woodward for more than 10 years - ConverterTec is a global specialist in electric power conversion. Since 1995, first variable-speed Concycle® generators and power conversion technology is being used in marine applications, Uninterruptible Power Supply as well as in upcoming wind and solar/PV applications.

As of today, we are looking to a legacy of more than 23,000 converter systems in on- and offshore applications, shipped to 47 different countries worldwide, which correspond to more than 45GW.

Our R&D centers in Kempen, Krakow and Sofia as well as our global service hubs support our global customer base on all continents.

**In Niepołomice we are looking for a**

## **IT Support Analyst**

### **Your Tasks:**

- Provides tier 2 and tier 3 technical supports for IT systems and client hardware and software.
- Focuses on resolving the more difficult problems and business system requirements
- Ensures customer satisfaction through problem resolution and follow-up.
- Configures, installs, and maintains client hardware and software.
- Develops global standards for configuring, installing, and maintaining client hardware and software.
- Analyzes and tests new technology for potential enterprise adoption.
- Participates in strategic planning and technical planning for the IT related business demands

### **Your Profil:**

- BS/BA degree preferred
- Microsoft certifications preferred
- Experience with Microsoft Business Central ERP system are preferred
- Advanced knowledge of client operating systems and contemporary office productivity applications
- Advanced knowledge of hardware, software, and client administration
- Advanced knowledge of asset management, client administration and governance strategies
- Basic understanding of Project Management
- Excellent communication skills
- Fluency in English
- Organized, methodical with attention to details and accuracy
- Ability to manage multiple priorities and tasks
- Provides excellent customer service
- Able to be an effective member of a team
- Strong customer focus and customer service orientation

### **What we offer**

- Great work conditions inside a worldwide group
- Permanent employment contract (after probation period)
- Private healthcare by Luxmed
- Mybenefit (Multisport) platform
- Life insurance
- Career development opportunities

**If you are interested in an offer, please contact us**

**ConverterTec Poland sp. z o. o.**  
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