



Freudenberg Performance Materials is a leading global supplier of innovative technical textiles for a broad range of markets and applications such as apparel, automotive, building interiors, building materials, healthcare, energy, filter media, shoe and leather goods as well as specialties. The Business Group generated sales of 890 million euros in 2019. Today, Freudenberg Performance Materials has 35 production sites around the world in 15 countries and has some 5,500 employees. Freudenberg Performance Materials attaches great importance to social and ecological responsibility as the basis for its business success.

The company is a Business Group of Freudenberg. In 2019, the Freudenberg Group employed more than 49,000 people in some 60 countries worldwide and generated sales of more than €9.4 billion. For more information, please visit [www.freudenberg.com](http://www.freudenberg.com).

## IT Helpdesk specialist with German (m/f/d)

### Responsibilities:

- Provide first or second-level support for all users with hardware, software and application issues
- Ask customer targeted open-ended questions to quickly understand the root of the problem
- Maintain inventory of all equipment, software and software licenses
- Assist with onboarding of new users
- Install, test and configure new workstations, peripheral equipment and software
- Document all implemented solutions
- Properly escalate unresolved issues to appropriate internal teams
- Offer remote support to allocated users
- Manage users and rights in Active Directory
- Provide prompt and accurate feedback to customers

### Our expectations:

- Bachelor in IT is preferred
- Minimal experience in a similar position
- Good understanding of computer systems and networking
- Very good knowledge of Windows 7,8 or 10
- Basic knowledge of Remote Access Systems/VPN
- Knowledge of ITIL core concepts
- We will consider as advantage the knowledge of Office 365 End-User Support, Intune or other MDM User Support, VPN/Proxy knowledge (Zscaler), WIFI Basics and Nagios Monitoring
- Fluent in German and English
- Excellent problem-solving and communication skills
- Highly self-motivated

If you like to make a difference and if you would like to be a part of a growing, successful company, then this is the moment to join Freudenberg and become part of a great team! Please send us your resume to [\*\*hr.romania@freudenberg-pm.com\*\*](mailto:hr.romania@freudenberg-pm.com).