



IT Support

This role is located in Elkhart, IN

Want to be part of a fast-growing, high-tech company that is launching new products nationally and experiencing exceptional growth for themselves and their high performing employees? Enjoy traveling and meeting new people, want the ability to work independently with the opportunity to enhance your career and achieve real results?

Then, Truma has a place for you!

Who We Are:

Truma is a leading international manufacturer of highly developed heating and water heater systems, as well as comfort accessories for travel trailers and motorhomes. Our global success and top market share come from our customer focus, innovation, product quality and outstanding service. Truma is a medium-sized, family-oriented company with over 600 employees globally and a long history going back more than 70 years.

What We Offer:

Exciting entrepreneurial, family-oriented work environment with flexible work/life balance schedules

Challenging and progressive career development

Competitive salaries, travel mileage reimbursements, and excellent health benefits including Medical, Dental, Vision, Short-term Disability, Voluntary Life Insurance, and Basic Life Insurance (company paid)

Simple IRA with Company Match

Best practice PTO policies and paid holidays

Open communication, informal recognition, and team-building events

And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

What You'll Do:

Provide exceptional IT services utilizing all aspects of help desk support and direct technical assistance delivered in a professional, reliable and effective manner. Working within a global company, you will serve the first point of contact for issues and support. This position will require the support specialist to analyze issues and determine an efficient and most effective route to resolution as a member of a supportive, interactive, global, and collaborative team of IT professionals.

Your Accountabilities in the Role:

1. Image, configure, and maintain company workstations
2. Maintain, analyze, troubleshoot, and repair PC hardware and computer peripherals
3. Document, upgrade and replace PC hardware and software systems
4. Provide support to end-users on a variety of technical issues



5. Identify, research, and resolve technical problems
6. Responds to telephone calls, email, and personnel requests for technical support
7. Document, track and monitor the problem to ensure a timely resolution
8. Maintains company mobile devices
9. Ability to work in Global Environment

The job criteria may include other duties, responsibilities and activities, which may change or be assigned at any time with or without notice.

Position Requirements:

- A. Education:** Bachelor's degree or equivalent combination of education and experience.
- B. Experience:** Knowledge and experience with data cabling required. Must have solid understanding of LAN/WAN architecture and functionality.
- C. Functional Skills:** Must have motivated and engaging personality. The qualified candidate will be detail-oriented and organized. Superior interpersonal skills, ability to work well with others and ability to meet deadlines required. Must be goal-oriented and show the ability and willingness to accept direction while working in a global team environment. Must have the ability to understand complex issues, learn quickly, offer creative solutions, and adapt easily.
- D. Technology Aptitude/Skills:** Windows Server 2019, Microsoft Office 365 Admin Experience, Microsoft Windows 10 OS, Microsoft Intune, Active Directory and Group Policy Knowledge, Salesforce experience a plus
- E. Language Skills:** Excellent oral and written communication skills
- F. Culture Match:** Professional in appearance, reliable and able to work within a close team while possessing individual accountability for the role is key. Must be presentable to meet with external and internal partners and customers. Team-oriented with a positive attitude.

Contact us today and learn more about the Truma Family and how we can enhance Your Career!

Email: careers@trumacorp.com

We are an Equal Opportunity Employer