

**Job Title: IT Support Analyst**

**Location: Spiddal, Co. Galway,  
Ireland**

**Job #: 13766-2021**

Entry level position to provide excellent internal customer service to employees regarding IT system support

The Freudenberg Group, a global technology group with 48,000 employees in some 60 countries, develops leading-edge technologies, and excellent products, solutions and services for more than 30 market segments. Freudenberg & Co. Kommanditgesellschaft, with its Headquarter in Weinheim, is the strategic parent company of the broadly diversified Group. Freudenberg Medical is a leading global manufacturer of components for medical devices, complex catheter systems for minimally invasive surgery and total solutions for the biotech, healthcare and pharmaceutical industries.

**Freudenberg Medical** is a global leader in medical contract manufacturing we offer the following services for medical device, pharmaceutical and IVD clients worldwide: product design and development, silicone and thermoplastic molding and extrusion, complex catheter systems, assembly, packaging, and engineering services.

For nearly 30 years, medical device and healthcare companies around the world have looked to Freudenberg Medical to make a difference as the custom manufacturer medical industry leaders can trust. We operate FDA-registered, ISO 13485 certified medical device facilities with Class 7 & 8 cleanrooms. Freudenberg Medical maintains design and manufacturing centers in California, Indiana, Massachusetts, Costa Rica, Europe and Asia.

**Cambus Medical** is a medical technology company focused on developing, designing and manufacturing both sophisticated and niche critical components for minimally invasive medical devices used in diagnostic and therapeutic interventions. We were established in 2006 and since then, have grown steadily with regular expansions to our manufacturing facilities. The Cambus Medical team have extensive experience in providing precision solutions to the medical device industry. From prototyping your next program, through to full scale volume production, all processes are carried out in our highly integrated, state of the art facility.

Location: Spiddal, Co. Galway, Ireland (Spiddal Business Park)

We are currently hiring for an **Jr. Support Analyst** who:

- Is mature and honest with great soft skills who value integrity and want to put their IT knowledge and customer service experience to work by servicing our employees in IT support activities
- Has experience with quickly resolving customer or business issues with positive outcomes
- Enjoys working independently and in a cross-functional team environment with travel within Ireland and globally for project work
- Self-motivated and thrives in a fast –paced, team-driven, “lean” systems environment, where every day brings new projects and challenges

### Responsibilities

- Maintain network infrastructure- Work to provide maximum availability of data and voice services or devices. Keep documentation current to ensure accurate data when troubleshooting or analysis is required.
- Mitigate risks presented by virus/adware/spyware threats- Immediately take corrective action on any virus/adware/spyware identified by corporate utilities to protect the integrity of data and the Freudenberg medical network. Apply patches and hotfixes as directed by Level 2 IT staff.
- User Support- Utilize IT ticketing system to field, record and document problem resolutions for end users. Recognize their needs, provide solutions related to the use of desktop software, hardware and common systems. Train users in efficient use of software and systems.
- IT Organization support- Communicate with and support activities of the fellow IT staffs in Telecom & Infrastructure, Server and Client, ERP and PMO groups. Participate in SME group activities.
- Training- Train users to use appropriate tools, services and to be self-sufficient.
- Accurately record and track current IT assets in sites.
- Phone Systems- Provide local support for the Telecommunications Strategy.

### Required Qualifications

- Working towards degree computers or IT related discipline
- Basic understanding in an IT discipline with help desk or IT support, preferred
- Either previous help desk experience, desktop experience, or network administration experience with client interfacing
- Exposure to customer service with a passion for helping people through problem solving
- Experience with LAN, Desktop PC's, Applications and Operating systems
- Committed to continually learning and keeping pace with industry
- Proficient with Microsoft Office Software
- Strong interpersonal, oral and written communication skills with the ability to effectively communicate with all levels of the organization, customers and suppliers
- Excellent communication, active listening, facilitation skills.



## MEDICAL

- Ability to effectively prioritize and execute projects / tasks in a high-pressure environment.
- Strong analytical problem solving skills. Excellent negotiation and customer service skills
- Good reasoning abilities, sound judgment and team player
- Good organizational skills with focus on accuracy and attention to detail.
- Ability to assist and support others.
- Must be proactive, self-motivated and able to work with a minimum of direct supervision
- Some domestic and International travel maybe required.
- Overtime as needed to meet critical needs or project deadlines
- Ability to work with remote supervision; to work in teams or independently.

It's an exciting time to work at Cambus Medical part of Freudenberg Medical. We know our ability to succeed depends upon the people we employ. Leading-edge technology, the highest standards, and outstanding people make Freudenberg Medical the employer of choice in this industry. We offer a competitive salary plus benefits. Learn more at [www.freudenbergmedical.com](http://www.freudenbergmedical.com) or <http://www.cambusmedical.com/>

Freudenberg Medical and Cambus are an equal opportunity/affirmative action employer.