

**Datamars is an innovation and quality leader in the animal management and textile management industries. Our many years of experience in RFID and integrated systems, coupled with our deep understanding of our customers' operations have made us a leading choice of successful businesses around the globe.**

**Our family of product brands allows us to offer a comprehensive range of integrated services and products, including companion animal identification and reunification products, livestock health delivery systems and identification products, and textile inventory management systems. Our products are delivered via our extensive network of experienced service, sales, distribution channels and partners. Datamars has over 1,800 employees located in offices around the globe, including the Americas, Europe and Asia. Datamars is a private company, founded in 1988 and headquartered in Lamone, Switzerland.**

**For more information, please visit [www.datamars.com](http://www.datamars.com)**

We are searching the following (new) position in our Software department

## **IT Support Specialist**

### **KEY RESPONSIBILITIES**

Within the SW Department, the IT Support Specialist manages and support the IT applications and hardware equipment's of Datamars SA. He/She will collaborate with Senior Network Administrator in IT projects oriented to guarantee and optimize the Datamars business activity. This function reports to the Network & System Administrator.

### **MAIN DUTIES**

- Handle help desk corporate requests through tickets or phone; follow up on outstanding requests and ensure a timely resolution
- Implement, install, configure, monitor, and troubleshoot existing and new workstations, printers, copiers, networking equipment, phones, and servers
- Planning and undertaking scheduled maintenance upgrades
- Investigating, diagnosing and solving computer software and hardware faults
- Manage accounts for end users, including Active Directory, Office 365, SharePoint Online, JIRA and other systems that may be implemented over time
- Responsible for integration and support of user's computers, including desktops and laptops, with Microsoft Windows server OS, installed software and Active Directory; assist in defining system and operational policies and procedures, establishing GPO's
- Managing stocks of equipment, consumables and other supplies
- Updating desktop applications, security patches, antivirus
- Assisting senior IT staff
- Knowledge transfer (training to users related to applications/hardware)

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## REQUIREMENTS

- Minimum 3 years, Maximum 5 years of experience required
- Previous hands on IT experience in a help desk or customer support role
- Diploma in Telecommunications Engineering, Computer Engineering, Computer Science, or equivalent
- Demonstration of thorough understanding of networking concepts and systems including Servers, Routing and Switching, WAN/LAN, VOIP, WLAN and data backup technologies
- Microsoft Active Directory and related technologies and services
- Hardware troubleshooting for Intel x86 workstations and server
- Knowledge of Microsoft Office365 suite and SharePoint services is considered a strong plus
- Experiences in managing IT internal and external resources
- Fluent in Business English, written and spoken; fluency in French is considered a strong advantage
- Capacity to clearly communicate on all organizational levels
- Ability to prepare, read, analyze and interpret procedures or technical documentation
- Highly proactive attitude and keen to resolve minor and major problems
- Sense of responsibility, self-motivated
- Confident, autonomous and able to take decisions within his field of competences
- Capable to work well under pressure
- Motivation and attitude to work in an international multicultural environment

## WE OFFER

- Dynamic work environment
- International company with excellent reputation
- Leading position in our markets on a worldwide level
- Opportunity to drive growth and grow with the company

Does this position meet your interest, and do you have the requested skills? Then please send your application with motivation letter and CV to [recruiting@datamars.com](mailto:recruiting@datamars.com) and mention your name and **"IT Support Specialist"** in the subject line.

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