Weidmüller - Your Partner in Industrial Connectivity

Smart Industrial Connectivity: Electrification, automation, digitalization, electrical connection technology, electromobility, and renewable energies are the markets where Weidmüller excels.

As experienced specialists, we offer customers and partners worldwide products, solutions and services in the industrial environment of energy, signals and data. We are shaping the technological challenges of tomorrow and are constantly developing innovative, sustainable and useful solutions for the individual needs of our customers. Together, we set the standards in the field of industrial connectivity.

Your Role as IT Service Helpdesk

As part of our International Service Desk across the US, EU, and China, you provide reliable user support within a Follow-the-Sun operating model. You own incidents and service requests during your regional service window and ensure structured handovers when work must continue in the next region.

Key Responsibilities

- Receive, qualify, prioritize, document, and process incidents and service requests through the defined support channels.
- Assess severity, business impact, and urgency and initiate the appropriate support or escalation path.
- Resolve hardware, operating system, workplace software, peripheral, printing, connectivity, account, and access issues within 1st- and 2nd-level support.
- Provide remote support and guide users clearly through troubleshooting and recovery steps.
- Install, configure, update, and document approved workplace software and standard devices.
- Execute standard service requests such as user access, software provisioning, device setup, and workplace changes.
- Monitor ticket queues, maintain accurate status information, and work within agreed response and resolution targets.
- Escalate unresolved or high-impact issues with complete diagnostics, evidence, actions performed, and business context.

- Support major or widespread incidents according to defined processes and provide clear status updates.
- Create and improve knowledge articles, troubleshooting guides, and reusable standard solutions.
- Identify recurring incidents and potential problem patterns and provide structured input to Problem Management or the responsible product team.
- Support onboarding and workplace changes through device readiness, access verification, and initial IT guidance.
- Contribute to service quality by reviewing reopened tickets, user feedback, and avoidable handovers.
- Work in accordance with Weidmüller processes, information security requirements, data protection rules, and IT service management procedures.

Follow-the-Sun collaboration

- Collaborate with Service Desk colleagues in the US, EU, and China across regional service windows.
- Prepare complete shift handovers with ticket status, actions performed, pending decisions, risks, dependencies, and the required next step.
- Accept ownership transferred from another region and continue processing without unnecessary repetition for the user.
- Use common processes, categorization, documentation standards, knowledge articles, and escalation rules across all regions.
- Communicate operational issues, knowledge gaps, and improvement opportunities transparently within the international team.

Your Profile

- Completed three-year vocational training or a comparable qualification in IT.
- One to three years of relevant experience in IT support, help desk, or service desk operations.

Weidmüller

- Practical troubleshooting knowledge of PC hardware, Windows workplaces, standard office applications, mobile devices, peripherals, printing, networks, and user access.
- Experience with ticket-based incident and service request handling; ITIL knowledge is an advantage.
- Good written and spoken English is required for daily work in the international team and with global users.
- German language skills are mandatory.
- Service-oriented communication, personal ownership, sound judgement, and a structured approach during high ticket volumes or major incidents.
- Willingness to work within the agreed regional service window and support structured handovers in the Follow-the-Sun model.What we offer
- Professional development: you will be part of an international team committed to support you to learn new skills and shape a career path that fits you, with access to various learning platforms;
- Onboarding & Integration: we ensure a smooth and efficient integration through a structured onboarding program, complemented by the ongoing support of a collaborative team;
- We prioritize your well-being: therefore we're granting access to high-quality healthcare services through our comprehensive private medical insurance;
- Meal tickets: we support your everyday routine with meal tickets to make your workdays a little easier and more enjoyable;
- Gifts for Special Ocasions: Easter Holidays, Winter Holidays, 8th of March for our ladies colleagues;
- Flexibility: we support a healthy work-life balance by offering flexible arrangements tailored to your role and responsibilities;
- Bonuses: performance bonuses as a reward of your achievements and referral bonuses as a thank you for helping our team growth.

Meet us here: https://www.weidmueller.ro/ro/index.jsp