



**KULZER**  
MITSUI CHEMICALS GROUP

## **IT TECHNICIAN**

### **JOB DESCRIPTION**

**Job Title:** IT Technician  
**Department:** IT  
**Prepared By:** Human Resources  
**Status:** Exempt  
**Date:** 5/2024

#### **Position Summary**

Kulzer, a prominent dental company with over 80 years of experience, is seeking an experienced IT Technician to join their team. As an IT Technician, your responsibilities will include providing first and second-level IT support for the United States, Brazil, and Mexico. Additionally, you'll need to troubleshoot various technological areas, including network servers, printers, and Windows systems.

#### **What We Are Looking For**

Kulzer seeks an experienced IT Technician with 3-5 years of knowledge and expertise in level 1 and 2 IT support. The ideal candidate is organized, proactive, reliable, and a strong team player who can also work independently. Key responsibilities include:

- **Pilot Testing:** Participate in pilot testing of new or improved IT services before rolling them out to end users.
- **Research and Analysis:** Conduct independent research and analyses to inform business strategies and tactics. Interpret results and provide recommendations.
- **User Support:** Respond to inquiries and requests for assistance related to the organization's computer network, PCs, applications (such as Citrix and CRM), software, websites/portals, tablets, phones, email groupings, document folder setup/security, and password administration/resets. Identify problems, troubleshoot, and offer advice or alternatives to assist users.
- **Compliance:** Ensure compliance with all associated Quality System, legal, technical, and company regulations within your area of responsibility. This includes adherence to the Code of Conduct, email policies, EEO guidelines, and personnel practices.
- **Security:** Take responsibility for data security. If you identify any risks or security breaches, promptly report them to your supervisor.
- **Education:** A Bachelor's degree in an IT/Network related field is required.

#### **What We Offer**

Kulzer offers an exciting work environment with flexible work/life balance schedules, competitive salaries, and superior benefits. Featured benefits include:

- Fair and competitive pay
- Premium benefits package including health, dental, vision, and supplemental insurance plans.
- Health savings account
- 401k with 100% company match of up to 5% of your pay.
- Excellent paid time off
- 10 paid holidays
- Medical opt-out benefit.
- Company-paid long-term disability, short-term disability, and life insurance.
- Tuition reimbursement program
- Paid Training
- Referral bonus program
- Wellness Program including employee assistance program, gym reimbursement, and more!

## **Who We Are**

As one of the world's leading dental companies, Kulzer has been a reliable partner for all dental professionals for over more than 80 years. Whether aesthetic or digital dentistry, tooth preservation, prosthetics, or periodontology – Kulzer stands for trusted and innovative dental products. With optimal solutions and services, Kulzer aims to support its customers in restoring their patients' oral health in a safe, simple, and efficient way. For this purpose, 1500 employees work in 26 locations in the field of research, manufacturing, and marketing.

Kulzer, headquartered in Hanau, Germany, with their North American offices located in South Bend, Indiana, is part of the Mitsui Chemicals Group. The Japanese Mitsui Chemicals Inc. (MCI) based in Tokyo owns 131 affiliates with over 13,400 employees in 27 countries. Its innovative and functional chemical products are as much in demand in the automotive, electronics, and packaging industries as in environmental protection and healthcare.

Both a medium-sized company and part of a major international corporation, Kulzer combines the best of both worlds, with reliable jobs, diverse tasks, and exciting creative freedom.

If you're seeking a company that offers an excellent work-life balance, an exceptional benefits package, and competitive pay, submit your resume and salary requirements today to [hr-department-kna@kulzer-dental.com](mailto:hr-department-kna@kulzer-dental.com).

Kulzer is an Equal Opportunity Employer (EOE).