



## Regional IT Specialist – US/Mexico Region

We are seeking an IT Support Specialist who can bring exceptional customer service and troubleshooting skills to support our US and Mexico Region. In this role, you will provide technical support and problem-solving solutions to all our internal customers while managing complex projects to support the overall global goals. The ideal candidate will have strong communication skills, a pragmatic approach to the business, and flexibility to the overall changing requirements in IT. It is an exciting time to join Ionbond as we are growing our leading-edge technical services in the field of coating and finishing industrial and Automotive components. This position will report to the US Regional IT Manager and be based in the Madison Heights, MI office.

### Ionbond – The Surface Engineers™

Ionbond is a global, yet local acting, company where we work in a technical innovative environment. Our employees make a difference for companies in medical, automotive, aerospace and decorative industries with providing thin-film coating services. We operate 35 coating centers in 15 countries over 3 continents. Our coatings are used to improve durability, quality, functionality, efficiency and aesthetics of tools and components. Ionbond is a global leader in PVD, CVD and PACVD coating technologies.

#### What defines this job?

- Supporting the IT operations for all of US1, US2, and Mexico Regions
- Manage the deployment and implementation of Software, Software updates, and/or Upgrades with all IT programs
- Assist with local IT contract partners such as mobile phones and internet connections in the US and Mexico Centers
- Support all Regions in troubleshooting technical issues and identify solutions that could occur to avoid future problems
- Assist with project management, administrative, and interpersonal skills to role balance multiple projects with diverse personalities in job titles across the Ionbond team globally
- Be the lead on training and educational programs for supported regions and local plant-level personnel on Ionbond IT best practices
- Develop and manage IT programs and processes to ensure all personnel follow business law and regulations
- Uphold company standards of excellence and IT performance
- Other duties as assigned

#### What do we offer?

Our employees are our single most valuable assets! We Strive to make Ionbond a great place to work including:

- Diverse work environment where we embrace teamwork and innovation that drives us towards new applications and customer service excellence
- Competitive compensation package, salary based on experience and educational credentials
- Medical, dental, and vision benefits with affordable premiums and annual deductibles
- Flexible spending accounts (medical and dependent care)
- Life insurance
- Short-term & long-term disability
- Employee assistance program
- Generous Paid Time Off
- Tuition Reimbursement
- 401k Safe Harbor Retirement Account plus company match
- International and local growth opportunities

#### What do we ask?

High school diploma required; Bachelor's Degree-level education or relevant work experience preferred. Demonstrated knowledge and proficiency with Microsoft Office Suite, programming language structure and logic, basic networking, and infrastructure knowledge. Experience with ERP systems (Microsoft Dynamics, Navision preferred), CRMs such as SharePoint Online, and BI Applications. Strong understanding of information management and operations control. Experience working in the manufacturing industry with an understanding of QA/QC processes and procedures. Ability to devise or modify methods or processes to solve specific problems and ability to manage multiple projects and work under time pressures to meet established deadlines. Must be fluent in English, bilingual is preferred (Spanish speaking). Must be able to pass a criminal/credit background check and drug screen/fit-for-duty physical exam. Must be authorized to work in the U.S.

#### Interested in this job?

Please send your resume by email to this site: <https://www.indeed.com/cmp/lhi-ionbond-inc.-1>

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