



The Commercial Vehicle Group (CVGI) is a global leader in commercial vehicle system solutions for the heavy-duty truck, construction, agricultural, industrial, marine, and specialty industries. We take pride in building products the same way that we've built our company – with commitment, strength and focused direction.

We're successful because we are committed to continuous improvement. We aren't afraid to take chances with modern processes that may improve the tried and true. We are immersed in technology in every market we serve. We're growing, penetrating emerging markets, and constantly in pursuit of innovation that will improve, shape, and define the future of the global commercial vehicle industry.

We are currently seeking an experienced **Service Desk Technical Support Specialist** at our corporate headquarters in New Albany, Ohio.

**In this role, the incumbent will:**

- Provide technical, operations support, problem determination, and problem resolution to systems, printers, and peripheral hardware including mobile devices in a Windows Active Directory environment.
- Log incidents and requests, status of incidents and requests in Service Now (SNOW).
- Maintain hardware and software standards and compliance in addition to hardware inventories.
- Manage and deploy images and software packages with BMC Client Management (Asset Core).
- Maintain a stable technical environment that supports all business unit functions.
- Demonstrate experience and knowledge supporting various operating systems across multiple device platforms including mobile devices.
- Manipulate tools and components used to install, repair, or otherwise maintain computers, and IP phones.
- Occasional traveling and lifting of equipment up to 50 pounds.
- Able to handle a high volume of work in a short period, handle multiple priorities simultaneously, and operate in a demanding work environment is important.
- Reliable attendance and punctuality is critical for a successful performance in this role.
- Adhere to established safety policies, procedures and practices.
- Support the organization's core values (sense of urgency, teamwork, integrity, innovation and continuous improvement) as well as goals and values.
- Demonstrate teamwork by collaborating with others to improve overall standards of performance and service.
- Demonstrate top level customer service to internal and external customers; gauge the customer's technical ability and communicate with them in appropriate technical or non-technical language in a non-condescending manner.
- Work atypical schedules outside of normal business hours as needed, either for on-call or other projects.
- Complete additional duties as assigned.

**Requirements:**

- Bachelor's Degree or 1-3 years directly related experience and/or training; equivalent combination of education and experience considered.
- Demonstrate excellent troubleshooting and problem-solving skills; ability to adapt and be flexible.



- Communicate effectively both verbally and in writing; able to convey technical information to non-technical customers.
- Working knowledge of Microsoft Windows, Apple iOS and Android OS.
- Possess functional as well as support capabilities for software, including but not limited to, Microsoft Office, Google Docs and other productivity suites and applications.
- Must be able to troubleshoot and repair hardware.
- Familiarity with a wide range of standard office automation products is a must.
- Travel periodically as business needs dictate.

Sponsorship is not available for this position at this time.

Our eligible associates enjoy competitive wages and benefit package including comprehensive medical, dental, vision, 401(k) plan, company paid life insurance, paid holiday and vacation time off.

Resumes may be submitted as directed below. Include the job title in all submissions.

**Email:**

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**Fax:**

Attn: Jenna Commisa  
614-289-0377

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Commercial Vehicle Group, Inc. is an equal opportunity employer and makes employment decisions without regard to race, gender, disability or protected veteran status.