



We're Dober – It's Nice to Meet You!

We're passionate people with soulful dedication to making our world a better, cleaner place through exceptional chemistry and brilliant technology. For over 60 years, Dober has delivered innovative chemistry and software solutions to solve our customers' most challenging problems.

Our entrepreneurial spirit, and belief that *none of us is as smart as all of us*, helps us challenge the status quo of current industry norms. We believe water can be treated naturally, equipment can be cleaned safely, and operations can be run more efficiently. Our founder's vision that "*Development is the heartbeat of this company*" lives on today.

Speaking of development and innovation, one of our key product lines is Spindle – the product line this position will be supporting and working within. Spindle is a technology company that builds the infrastructure for industrial operations to measure and improve their performance. Businesses of every size – from startups to public companies – use our software to collect data and manage their industrial operations more efficiently.

Our People:

Our success is built on an intimate foundation between our employees, partners and customers. We know that if we can connect and engage the minds and hearts of our employees to our vision & values—results and happy customers will follow. We accomplish this by living our core values every day and creating a destination for your career and craft.

The values that guide us:

You won't find our core values stuffed in a drawer. We believe in our core values so much that they're painted all over our walls. To ensure compatibility, we do a deep dive on one's core values when we're hiring or developing a new partnership. The right candidate will demonstrate and share our core values through and through:



The Opportunity:

Creativity, development and innovation is the heartbeat of Dober, and we're seeking a strong **Computer & Network Support Specialist** for our [Spindle](#) Team. This role aligns with a Tier II level of responsibility within our team, but leaves room for growth to a leadership level at Tier III. Spindle is a technology company that builds the infrastructure for industrial operations to measure and improve their productivity. Businesses of every size – from startups to public companies – use our software to collect data and manage their industrial operations more efficiently.



The main responsibilities will include:

- Responsible for handling the support relationship for internal and external customers.
- Providing technical support in a B2B environment.
- Work on building knowledge related to MDT computer configuration.
- Providing remote support for technical hardware and software issues. Accurately identifying, diagnosing, addressing, and resolving customer issues and questions within a timely manner.
- Professionally communicate with Spindle team members and vendors for resolution or escalation of all issues or questions.
- Responsible for thorough documentation and logging of all support calls while documenting solutions taken.
- Responsible for ensuring support tickets meet and exceed customer expectations by following support SLAs.
- Periodic business travel trips for meetings, customer training, customer implementations, and customer upgrades.
- Ability to troubleshoot technical issues in a remote and on-site office environment.
- Requires excellent customer service skills, including solid communication, analytical, and time management.

Technical Troubleshooting and Issue Resolution:

- Develop technical knowledge of Spindle infrastructure and connection methods to troubleshoot customer issues with connections to Spindle software and hardware.
- Ability to perform basic resolution of these issues with assistance from remote Spindle Engineering, IT and Development resources.

Required Qualifications / Experience:

- Basic electrical knowledge.
- Must have a valid passport and availability to travel abroad.
- Must have a high level of interpersonal skills.
- Must be able to build rapport and communicate well with Spindle customers and all levels of the organization.
- Must have strong organizational, analytical, and execution skills. Including a high degree of accuracy and exactness in performing daily tasks.
- Established competence in identifying issues and proposing methodological solutions proactively.
- Excellent written & verbal communication skills, interpersonal skills, and tight collaboration approach required.
- Must have computer networking experience (preference with wireless networking Infrastructures)
- Ability to work with Microsoft Office Suite products, Microsoft Operating Systems, and Spindle-specific software.
- Must have knowledge of ticketing systems for proper issue tracking: Zendesk & JIRA preferred.
- Prior Technical Support Experience.

Preferred Qualifications/Experience

- Education: Bachelor's degree or equivalent working experience.
- SQL Experience
- Experience working with electronics hardware/software.

Interested applicants can submit their resume to opportunities@dober.com.