

WHY KONECRANES®?



Meet Jessica Eikleberry.

Jessica Eikleberry spent 12 years in the banking and mortgage industry prior to becoming an IT Help Desk Technician for Konecranes Region Americas. While working the first job in her career and traveling as much as she could, Jessica gave a lot of thought to what it was she was truly passionate about. She always had a fascination for technology and knack for building computers as a hobby, so naturally, she earned a degree in IT and began to pursue a compatible job. “When I saw the job posting for IT at Konecranes, I knew immediately I had to apply,” she says. Jessica is the second in her family to join the Konecranes team. Her father, Mark, built hoists in Springfield. “My father used to work for Konecranes and I always remember him telling me how he loved working for this company,” she says. Her background in banking and mortgage work, she says, was completely different than IT. But it gave her the start she needed and led her to where she really wanted to be, doing something she loved.

Since just March of this year, Jessica is IT support to all North American offices and some of Canada. Her enthusiasm is contagious as is her willing attitude, to which she says, “I love coming in to work every day because I never know what I’m going to run into or what problems I get to fix.” Her day-to-day is everything from repairing company laptops to offering technical support over Skype. If she’s not troubleshooting from her desk, Jessica is traveling to Konecranes offices throughout the U.S. to assist with the rollout of a software upgrade on workstations and computer networks. Aside from her love of travelling, Jessica speaks to the other ways she finds her job so fulfilling. “I believe I bring a more personal approach to the table. IT is a very people-based job and I’m essentially helping my colleagues get back to their day-to-day tasks. The most gratifying part about working with people is seeing their excitement after I have fixed an issue because sometimes the issues are critical to that person’s job.”

She says she knew the moment she’d made the right decision to work at Konecranes was on her very first day. “I was completely welcomed by everyone I met that day, and everyone made sure I had the tools I needed to learn the basics of my position.” For just a few months into her job, Jessica has felt a lot of return in choosing to work at Konecranes, from the friendliness of the people, she says, to the many incentives the company offers to show appreciation to its employees. “Now that I am here,” says Jessica, “I know now why my father loved it so much. This is definitely the start of my career and I look forward to being with Konecranes for a long time.”