



Surfacing
Change

SR. IT BUSINESS ANALYST – MACOLA

MCCOOK, IL – CORPORATE HEADQUARTERS

GPA is the market leader in substrate solutions for offset, digital and wide format printing, with a comprehensive offering of pressure sensitive papers, films, laser labels, eco-friendly substrates, digital and specialty papers, and more.

Our foundation is built on consistently delivering a wide variety of superior products at a great value. It is our continued focus on developing innovative solutions to our customers and their business, combined with the commitment to provide the best products in the marketplace that has positioned us as the industry leader.

GPA is currently seeking a full-time Sr. IT Business Analyst for our Corporate Office. Oversee and support the entire MACOLA ES application through providing overall application assistance, analysis, troubleshooting, Configuration, development, and delivery of solutions, to better the system's technological impact on the business and ensuring a high quality level of service is delivered to all its end users.

Position responsibilities include:

- Manage all aspects of application support, including but not limited to analysis, maintenance, enhancement of mission-critical system applications, and training.
- Provide enhanced troubleshooting support to proactively manage and monitor application behavior, working to identify the root cause of issues while communicating service disruptions, and working with other team members and consultants to provide the most impactful and immediate solution.
- Work with department heads to support activities and processes related to improvements, value-add initiatives, upgrades, and overall changes to the application, and it's communication.
- Elevate critical issues to the attention of upper management by communicating issues which have a technological impact on the daily running of the business.
- Ensure communications and processes with internal customers are consistent and in line with IT's overall direction, working with the Director of IT to prioritize projects and application enhancements.
- Work to learn GPA's business by collaborating with various departments to understand the system's functionality, as well as our company processes and ensure both are consistently reflected in our technology.
- Work to develop training documents and procedures directly reflecting Macola's specific customizations to our business.

Position requirements include:

- College degree preferred some college along with equivalent work experience required.
- 8-10 years of relevant experience providing application development, support, and business system solution strategies into complex distribution and production environments using Macola ES / Progression combination.



- 8-10 years of experience designing application architectures, implementing new technologies into existing systems, while utilizing industry standards and best practices to create efficiencies in system usage.
- Experience with EXACT MACOLA EM10.
- Experience with Microsoft SQL Server Management Studio
- Experience with Macola third party software applications such as Wisys WMS, Agility, Event Manager, and Pulse.
- Experience with SQL, VBA, and .NET
- Document existing systems and future systems as implemented.
- Ability to think in and understand business processes.
- Has experience in Crystal Reports and SSRS report strongly desired.
- Successful ecommerce integration experience strongly desired.
- Excellent project management skills, being able to juggle multiple projects at a time but able to take them from start to finish in the desired timeline.
- Able to adjust easily to changing priorities as the business dictates.
- Ability to achieve goals by working effectively with other functional teams within the company and building collaborative working relationships.
- Effective communication skills, both verbal and written are a must.
- Provide resolution for ERP related support tickets
- The ability to work with all types of users and educate them on various Macola processes.
- Ability to develop alternative solutions and support recommendations with fact-based analysis.
- Detail oriented, dependable, adaptable, organized, analytical and service oriented.
- A quick learner with excellent problem solving skills.

Resumes can be submitted by email to join@gpa-innovates.com or by fax to (773) 847-2782. Relocation is not provided for this position. No phone calls please.

All post-offer candidates will be subject to the successful completion of a pre-employment background check and drug screen before they can begin employment.

GPA offers a competitive compensation package, medical, dental, 401(k), paid time off, and much more.

GPA is an Equal Opportunity Employer and participates in E-Verify.

Voted Best Workplace in the Americas Winner 2006, 2007, 2008, 2010, 2012, 2013, 2014, 2016 and 2017, Best of the Best Winner 2009, by the Printing Industries of America/Graphic Arts Technical Foundation