



Surfacing
Change

PC SUPPORT SPECIALIST

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.

Primary Function:

- The PC Support Specialist is responsible for first level support of investigation and resolution of software and hardware problems for companywide computer users.
- Interact with clients, other members of the team and project managers to deliver on-time and above standard solutions for our users.

Essential Job Functions:

- Provide operational support for all desktop and laptop application-related issues.
- Evaluate and prioritize incoming phone, voicemail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies such as tablets, printers, and smart phones.
- Maintain desktop and application security by ensuring virus definitions and operating system patches are up-to-date.
- Troubleshoot and support common software applications, such as email, office and anti-virus applications.
- Imaging and configuring desktops, laptops and shipping new devices.
- Maintain HP/Xerox/Canon print environment; troubleshoot and support printer problems.
- Set up and maintain equipment for employee use (computers, phones, printers, etc.), ensuring proper installation of cables, operating systems, and appropriate software; provide remote installation support.
- Monitor system backups.
- Implement necessary security changes as directed by department manager.
- Troubleshoot, diagnose and resolve Windows and MAC OS X hardware configuration, application software, security, firmware and connectivity issues on PC and Macintosh systems.
- Perform local and remote phone and electronic support and incident response to various end-users within an enterprise environment.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.



- Develop training materials and procedures, or train users in the proper use of hardware or software as needed.
- Cross-train within all areas of the IT department
- Troubleshoot LAN Connectivity, desktop applications and configurations, Windows 7, Windows, Windows 10, MS Office 2007, VPN Connectivity, etc.
- Install and perform POTS phone troubleshooting and configuration.
- Maintain Motorola MC9090 RF devices.
- Assist with preliminary ERP questions.
- Read trade magazines and technical manuals, or attend conferences and seminars to maintain knowledge of hardware and software.
- Prepare evaluations of software or hardware and recommend improvements or upgrades.

Position Requirements:

- High school diploma required; associate's degree or other continuing education in IT preferred
- At least 2 years of on-the-job related experience
- Experience across different technology platforms such as PCs, Laptops, Smart Phones and Tablets
- Computer hardware knowledge; demonstrated hardware troubleshooting skills
- Comprehensive knowledge with the following software:
 - o Backup/Archival – Disaster recovery
 - o Calendar and scheduling
 - o Configuration management – Deployment and patch management
 - o Desktop communications software – Remote control
 - o Development environment – Microsoft PowerShell
 - o Electronic mail – Microsoft Exchange Server and Microsoft Outlook
 - o Filesystem – Desktop partitioning
 - o Graphics/Photo imaging – Adobe Systems and Adobe Creative Cloud
 - o Helpdesk/Call center – Help desk and call center
 - o Internet browser – Active directory, domain name system (DNS), network directory services, Chrome, and Internet Explorer
 - o Network security – Virtual private networking VPN
 - o Object/Component oriented – Microsoft ActiveX
 - o Office Suite – Microsoft Office (Excel, Word, PowerPoint)
 - o Operating system – Microsoft Windows and Apple
 - o Program testing – Personal computer diagnostic
 - o Storage networking – Media storage management
 - o Transaction security and virus protection – Symantec and Virus scanning
- Ability to speak, read, write, and understand English
- Willingness and ability to work overtime as needed
- Work independently, with little direction.
- Strong Customer Service attitude both to internal and external customers.
- Works well under pressure and can operate successfully in a very fast paced working environment.

We do not offer relocation

EEO Employer



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

We use E-Verify