

OneVision is an international producer of innovative software solutions for the printing industry. For more than 25 years the company has been developing cost-efficient software for the printing, publishing and media industry and has established itself as the world market leader for prepress in the newspaper printing market. Print service providers and publishing houses worldwide utilize OneVision software and benefit from the automation, the reliability and the resulting cost savings.

The product portfolio now ranges from prepress software over tools for intelligent color management and image optimization to digital publishing software. The company is headquartered in Germany, and has subsidiary offices in France, United Kingdom, Brazil, Singapore, India, and the US.

For its Andover, MA office OneVision Inc. is seeking a highly motivated

TECHNICAL SUPPORT SPECIALIST (m/f)

JOB DESCRIPTION

The ideal candidate must be multilingual in English, Spanish and Portuguese (Brazilian) and have a strong background in prepress workflows and general IT support. The Technical Support Specialist will work in both a technical consulting and support role, providing help desk support, product demonstrations, and remote training. The candidate will also help communicate customer feedback to development and assist in the external release management of OneVision products to customers in North America and Latin America.

This is a non-telecommuting position.

WHAT TO HAVE...

- Fluency in reading and writing Spanish, Portuguese and English
- Exceptional understanding and knowledge in General IT (Windows Desktops and Servers OS, Macintosh OS, virtual computing environments)
- Experience with print and rich media file formats and their respective applications is desirable (PostScript, PDF, EPS, TIFF, JPEG, Adobe CC applications, different RIPs, etc.)
- Experience or knowledge in the workflow of newspaper or print production, including prepress, press and post-press are beneficial
- Excellent trouble-shooting skills with production files and multi-faceted workflows
- Strong communication and organizational skills with the ability to multi-task multiple on-going projects
- Desire to learn new technology (e.g. digital publishing, etc.)
- Experience in customer service desirable

OneVision is an Equal Opportunity Employer. Compensation is commensurate with experience. OneVision provides a competitive compensation and benefits package.

WHAT YOU EXPERIENCE...

- The chance to link theoretical knowledge and professional practice
- Cooperative responsibility, that positively influences daily business
- A pleasant working atmosphere with a concise communication and decision line
- An open-minded and motivated team with professional and supportive colleagues



Email resume and cover letter to recruiting@onevision.com
<https://www.onevision.com/career>