



On basis of an non-telecommuting position OneVision Inc. is seeking for its Stoneham, MA office a highly motivated

TECHNICAL SUPPORT SPECIALIST (m/f)



JOB DESCRIPTION ...

- ✓ You have a strong background in design, prepress workflows and basic IT support
- ✓ You will work both in a technical consulting as well as support role, providing help desk support, product demonstrations and remote training
- ✓ You will continuously communicate customer feedback to development and assist in the external release management of OneVision products to our customers in North America



MUST HAVES ...

- ✓ Fluency in both reading and writing in English
- ✓ Exceptional understanding and knowledge in basic IT (Windows Desktops and Servers OS, Macintosh OS, Linux, and virtual computing environments)
- ✓ Excellent trouble-shooting skills with production files and multi-faceted workflows
- ✓ Strong communication and organizational skills with the ability to multi-task multiple projects
- ✓ Desire to learn new technology (i.e. digital publishing, wide-format, etc.)

Nice-to-haves

- ✓ Being multilingual in other languages such as Spanish and/or Portuguese is a plus
- ✓ Experience with print file formats and their respective applications is desirable (PDF, EPS, TIFF, JPEG, Adobe CC applications, different RIPs, etc.)
- ✓ Experience or knowledge in the print production workflows, including design, prepress, press and post-press and large format are beneficial
- ✓ Experience in customer service



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

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

Email resume and cover letter to recruiting@onevision.com www.onevision.com/career