



With more than 150 employees and subsidiaries in the US, UK, Japan and China, GMG is the leading supplier for high-end color management and proofing solutions since 1984. GMG software allows colors on printed materials to be reproduced exactly as expected, whether it is an ad, a publication or packaging.

GMG Americas in Boston, MA USA, is looking for a:

### Software Support Specialist (f/m/d) full-time

This role offers a skilled and motivated individual the opportunity to join the GMG Color Americas Service and Support team, which has an excellent reputation in the graphic arts industry.

We are seeking a Software Support Specialist to complement our existing team. The successful candidate should have experience working on an IT Helpdesk and solid IT or software background. Knowledge of JavaScript, CSS, HTML5, and related frameworks will show as a definite plus.

The ability to demonstrate excellent troubleshooting skills is essential in this role, as are written and verbal communication skills and working under pressure. In addition, problem-solving and creative thinking skills are vital attributes for members of the Support team.

As well as supporting our Americas customer base, the right candidate will be required to interact with our regional support teams in Germany, the UK, China, and Japan to provide service to any global customers and escalate issues where required. The ability to speak additional languages may be of benefit but is certainly not essential.

This role will require travel throughout the Americas for implementation projects and customer training onsite, limited to not exceeding 25% of the time.

Full training on the GMG software solutions will be provided, but the successful candidate will be motivated to excel, so a degree of ongoing self-learning is expected.

#### Key Responsibilities:

- Provide excellent 1st line Helpdesk support to GMG Americas' customer base
- Achieve targets for first response and resolutions
- Remote and onsite support, training, and troubleshooting of all software & hardware products
- Escalation of issues to HQ based development team
- Attend training to develop relevant knowledge and skills

#### Candidate Requirements:

- 1+ year of relevant professional experience
- BS in Computer Science, Information Systems or equivalent preferred
- Excellent problem solving and analytical skills
- Outstanding oral and written communication skills
- Ability to convey technical information to a general audience
- Aptitude for learning new technologies quickly
- Highly detail-oriented and highly organized
- Ability to prioritize tasks and carry out responsibilities with minimal direction
- Willingness to travel

#### Salary and Benefits:

- Competitive compensation depending on experience
- 15 days paid holiday plus additional holidays
- Five days of paid sick time
- Health & dental plan, 401K

Interested? Then we look forward to receiving your application, indicating your salary expectations and earliest possible start date.

"Flat management structures and therefore short decision-making processes allow a pragmatic and solution-oriented thinking in our teams."

Birgit Plautz  
Manager Technical Servicest

Welcome  
to the Team!