

**DNP IMAGINGCOMM AMERICA CORPORATION**  
**TECHNICAL SUPPORT REPRESENTATIVE**  
**JOB POSTING**

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DNP Imagingcomm America Corporation, a leading manufacturer & distributor of dye sublimation ribbons used in printing photos and ID cards, has an excellent opportunity available in our Concord, NC facility for a Technical Support Representative. This position provides support to end users on a variety of technical issues related to digital imaging. The Tech Support Rep helps identify, research, and resolve technical problems.

**RESPONSIBILITIES:**

- Provide excellent customer service when responding to telephone calls, emails and personnel requests for technical support.
- Track and monitor problems to insure a timely resolution.
- Respond to customer inquiries concerning systems operation and operator problems.
- Diagnose system hardware and software issues.
- Research issues using all means available in order to help resolve a customer issue.
- Troubleshoot windows issues, reload and remove drivers such as DLL files, Registry entries and remove and add printer driver files as needed

**QUALIFICATIONS:**

- Experience with Malware, antivirus applications
- Certified in A+, Microsoft, or any relevant fields regarding troubleshooting
- Excellent typing, verbal and written communication skills
- Microsoft Office Experience (Excel)
- Technical Support Call Center Experience
- General Networking knowledge and troubleshooting basic network configurations between LAN configurations
- MAC Troubleshooting
- Knowledge of SQL server is a plus but not required.
- Some digital photography knowledge is a plus
- Experience in troubleshooting driver and software issues in the following platforms:
  - WINDOWS 8
  - WINDOWS 7
  - WINDOWS XP
  - MAC
- Knowledge of color management

DNP Imagingcomm America Corporation is an Equal Opportunity Employer.