



We are seeking a Bilingual (French) **IT Support Specialist** to join our team at our Bensenville location to support our employees across the US and in Canada.

The IT Support Specialist will promptly respond to questions from users about IT infrastructure and supported platforms. The IT Support Specialist will take ownership of users' concerns and research, diagnose, troubleshoot and identify solutions to resolve IT issues. The IT Support Specialist will properly record resolution steps in the company support platforms and follow procedures for proper escalation of unresolved issues to the IT team.

**Responsibilities will include:**

- Primary participant in the delivery of high performing service support function, prioritizing and managing many open cases at one time.
- Rapidly establish a good working relationship with all employees.
- Install and configure computer hardware operating systems and applications.
- Talk customers through a series of actions and supports, either face-to-face, over the telephone, on within the support platform, to help set up systems or resolve issues.
- Troubleshoot system and network problems, diagnose and solve hardware or software faults in collaboration with other IT department team members.
- Set up new users' accounts, profiles, and deal with any issues related to their profiles, Windows environment, and supported applications (e.g., Terminal Server, email, ERP)
- In conjunction with the Supervisor, research, evaluate and recommend new hardware and software to support an expanding enterprise system infrastructure.
- Document and maintain hardware and software standards.
- Maximize use of hardware and software by training users; interpreting instructions; answering questions.
- Install software into production by properly loading software into computer following specifications/ requirements.
- Place hardware into production by establishing necessary connections into the existing environment.
- Contribute to team effort by accomplishing related tasks as needed.
- Ensure Gerflor's policies and procedures are understood and followed.
- Be an ambassador for IT, working across the business to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments.
- Travel up to 10% - regional office locations.

**We are looking for:**

- Associates Degree or equivalent education and experience in Information Technology, or related discipline.
- Minimum 2 years of experience in an IT end-user support role.
- Bilingual: English + French
- Clear understanding of Active Directory and basic Windows security.
- Understanding of concepts related to Public/Private Cloud infrastructures and VMware/vSphere.
- Basic knowledge of TCP/IP networking, including DNS, DHCP and VoIP.
- Understanding of Enterprise ERP systems (MS Dynamics NAV), access methods and basic troubleshooting.
- Effective written and verbal communication skills with the ability to listen and ask relevant questions.
- Strong customer facing/customer service skills.
- CompTIA A+ or Network+ Certification a plus.
- Strong knowledge of the Microsoft Office 365 suite of tools (emphasis on Outlook) a plus.

**We offer:**

- \* Insurance – medical, dental, vision, life, disability – plus many optional insurances such as pet insurance!
- \* 401K with company match – immediate vesting!
- \* Paid Time Off and paid holidays

Gerflor USA creates and manufactures innovative, decorative and eco-responsible solutions for flooring and interior finishes. For more information, visit [www.gerflorusa.com](http://www.gerflorusa.com)

