

IT Support Technician

Meridian is an evolution of over 40 years in industry experience along with cutting edge, user-friendly technology. This combination of integrated services gives us the ability to provide an array of solutions to a diverse customer base.

As an **IT Support Technician** you will provide day-to-day support for our systems, users, and internal workflows. In this role, you'll work closely with staff to ensure hardware is running smoothly, resolve software issues, and support the systems and applications that drive our order processing and print production workflows. You'll be the go-to expert for troubleshooting, system updates, hardware installations, and maintaining the overall health of our digital infrastructure.

This role is a full-time, in-person position with ability to commute/relocate to our office in Loves Park, IL 61111. Travel required within 50 miles, less than 10% Benefits include Health, Dental, Vision and Life Insurance and 401k package.

WHAT YOU WILL DO

- **User Support & General IT Tasks:** Provide onsite support for employee devices including desktops, laptops, and printers. Troubleshoot common issues such as email (Outlook/O365), VPN, and remote desktop access. Procure, install and configure new hardware and software as needed.
- **IT Ticket Management & Asset Support:** Manage break/fix tickets and maintain basic IT asset records to support operational continuity.
- **Vendor Oversight:** Oversee projects and coordinate work with IT vendors and data service providers.
- **Software & Workflow Support:** Support order flow systems used by the Meridian Production Team. Assist with our accounting ERP and related tools. Monitor ticket scanning software and shipping platforms like UPS WorldShip and browser-based queue tabs.
- **Infrastructure & Server Maintenance:** Perform updates and reboots on servers on software systems. Help maintain production and administrative connected apps. Coordinate with third-party support when necessary.

WHAT WE LOOK FOR

- 2-3 years of experience in an IT support or helpdesk role preferred.
- Proficiency with Windows-based systems, Office 365, and basic networking
- Basic knowledge of server maintenance including patching and rebooting.
- Strong communication and troubleshooting skills.

- Hands-on, solutions-oriented mindset with a proactive attitude.
- Experience with scripting languages such as Visual Basic or Python.
- Basic understanding of electrical and mechanical diagnostics.

WHAT WE OFFER

- Opportunities for professional development and career growth
- A creative and dynamic team environment
- Exposure to a variety of exciting brand and print projects
- Full benefits package including Health, Dental, Vision and Life Insurance, 401k with company match, generous PTO and Holiday schedule

Apply today by sending your resume to HR@meridian-direct.com. Thank you for your interest, and we look forward to hearing from you.

Learn more about Meridian by visiting us at:

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