



**Cadillac Products Packaging Company** in Troy, MI, an established leader in the film/flexible packaging industry, is seeking candidates for an:

### **Information Systems Technician**

This position reports to the Manager of Information Systems and provides assistance to the operations supervisor in maintaining the efficient operation of computers and peripheral equipment while also providing support to users through training, documentation and problem resolution.

Hardware and Software technician

- Provides first line technical support to users of computers, printers, and peripherals.
- Assists PC users with installation of hardware and software upgrades.
- Installs new, and maintains existing hardware and software.
- Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfigurations.
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.
- Maintains current knowledge of hardware, software and network technology and recommends modifications as necessary.
- Troubleshoots, configures and deploys mobile scanners for ERP (Enterprise Resource Planning) system.
- Recommends, researches and acquires new hardware and software technology solutions.
- Develops and update training documentation for company computer procedures.

This full-time position is also involved in PC system security and IS inventory tracking with an opportunity to learn bar code development and ERP software management.

Interested candidates should possess some education in computer science and/or information technology or possess experience in general computer installation and maintenance and repair.

We offer a competitive salary and an excellent fringe benefits package to qualified candidates. Interested applicants should forward their resume and salary expectations to:

Human Resources  
Cadillac Products Packaging Company

Email: [HR@cadprod.com](mailto:HR@cadprod.com)

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