

IT Technician Job Description

Name: _____

Job Title: IT Technician

Reports To: Sales Account Manager

FLSA Status: _____

Prepared Date: _____

Summary

The IT Technician will receive devices from customers, listen, notate, and check-in devices. Technicians will run diagnostic tools on hardware and software of Apple, Android, Chrome, and Windows devices, networks, servers, printers, etc, and present findings and repair options to customers. Take appropriate steps based on authorization from customers to make repairs, replacements, installations, and/or upgrades to hardware and software, or replacement of customers' device entirely. Follow the appropriate standards of operation from check-in to resolution to check-out process. Throughout this process, the Technician will work closely with the Sales Account Manager to maximize each invoice, communication often and thoroughly with customers, and provide outstanding service.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.

Other duties may be required and assigned.

- Create a first-rate customer experience.
- Convert inquiries and leads into transactions.
- Understand both hardware and software parts of a device and able to identify internal components
- Repair, replace, upgrade hardware within the device
- Install operating systems and other software such as: MS Office, financial programs, web browsers, email clients, etc.
- Utilize latest diagnostic tools for computers and networks
- Utilize virus detection protocols and programs
- Perform data recovery, backup, and migration

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- Respond in writing to questions through different forums such as website, yelp, other social media and external communication platforms.
- Answer customer telephone calls, utilizing scripts as provided
- Accept payments from customers for services
- Create invoices, work orders, and purchase orders through internal Point-of-Sales system, breakdown pricing as needed per customer requests
- Manages deadlines and multiple priorities simultaneously
- Sales of PCs, Macs and OS software and devices
- Set-up servers, networks, gateway/routers, cabling, cameras, connected computers, printers, and other devices; troubleshoot connections, TCP/IP diagnosis
- Perform service calls off-site at homes and businesses, or connect remotely

Education and/or Experience Requirements & Preferences

- High School diploma or equivalent plus 2-3 years' experience in similar role **required**.
- Customer Service and Sales experience **required**; comfortable working on commission/spiff/bonuses.
- Bachelor of Science in Information Technology or similar degree **preferred**; applicants with this will be prioritized
- Certifications in: CompTIA, Apple Certified Macintosh Technician (ACMT), Microsoft Certified Solutions Expert (MCSE), Google IT Support Professional Certificate, **preferred**; applicants with this will be prioritized

Eligibility Requirements

- Proof of eligibility to work in the USA
- Pass background and reference check
- Possess a California Driver's License; provide a clean DMV record, proof of insurability, as this position does sometimes require driving.
- Must live within reasonable commuter distance.
- Available to work all operational hours; weekdays and weekends

Compensation & Benefits:

- Annual gross wage ranges from \$55k-\$80k including commission/spiff/bonuses
- Hourly wage no less than minimum wage + DOE
- Commission/spiff/bonus based on a percentage of gross profit per invoice and or end-of-month gross profit derivative

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- Accrual of Paid Time Off + California Paid Sick Leave
- Health and Dental Benefits with company contribution to cover partial monthly premium cost
- 401K plan available; no company matching

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. Strong oral and written communication skills, great listening skills and have patience. Ability to work successfully with a diverse group of internal and external customers, business professionals, vendors, and officials.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, customer coupons, percentage discounts as needed.

Reasoning Ability

Ability to apply common sense, understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge and good understanding of popular off the shelf programs including MS Suite, Google Suite, consumer financial programs, browser interface for email, remote connections. Have knowledge and good understanding of computer hardware parts and boot-up processes.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the associate is regularly required to talk or hear. The associate is frequently required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms. The associate is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The associate must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Must be able to sit for extended periods of time in vehicle in traffic due to service-call visits to customers.

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Work Environment

The work environment characteristics described here are representative of those associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the associate is occasionally exposed to moving mechanical parts, dust and other particles or materials found inside computers and/or accessories. The noise level in the work environment is usually mild to moderate.

Off-site places could include areas under construction, dust, bright or dimly lit, open to air and elements or in a small closed space, hot or cold.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identify and resolve problems in a timely manner; Gathers and analyzes information skillfully; Develops, suggests, and provides alternative solutions; Works well within a group to problem solve; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets or exceeds commitments; Builds relationships; Draws in new customer business.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens first then asks for clarification; Repeats customers inquiries for understanding; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Answer phones and online requests clearly; Proper usage of terms in any situation; Utilizes written skills in to supplement.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information; Able to extrapolate and understand data and identify its usage; Proper usage of email as a

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form of communication in addition to oral communication.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above self-interest; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with

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respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

I have read and understand the job requirements and description.

Signature: _____

Date: _____