


The ClickAway logo is written in a bold, red, sans-serif font. A small yellow mouse cursor arrow is positioned at the end of the word, pointing towards the right.

EVERYTHING YOU NEED TO KNOW ABOUT BEING A MOBILE DEVICE SPECIALIST / IT TECHNICIAN FOR CLICKAWAY

The background image shows the exterior of a ClickAway store. The building is light-colored with a blue awning over the entrance. The ClickAway logo and 'COMPUTER SALES & SERVICE' are visible on the facade. A blue circular graphic element is overlaid on the left side of the image.

The Mobile Device Specialist focuses on diagnosing, repairing, and updating devices such as smart phones, tablets, convertibles, and laptops. Replacing screens and batteries are the primary function of the position and experience is required on latest Apple and Android devices, all brands of laptops, including chromebooks and macbooks. The Specialist will also assist the customer with the OS settings, cloud storage, and apps on the devices. In addition, the Specialist will include the same duties as an IT Technician in the store. 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 & Store Manager to maximize each invoice, communication often and thoroughly with customers, and provide outstanding service.



IS THE ROLE PERFECT FOR YOU?



ClickAway
COMPUTER SALES & SERVICE

Eligibility Requirements

Proof of eligibility to work in the USA.

Pass reference and background check; professional references required.

Possess a California Driver's License; provide a clean DMV record, proof of insurability, as this position does require driving and using company vehicles.

Must live within reasonable commute distance due to the need to drive between locations and customer home/business.

Available to work all operational hours, weekdays, and weekends.



High School diploma or equivalent plus 2-3 years' experience in similar role required.



Customer Service and Sales experience required; comfortable working on commissions / 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.

A DAY IN THE LIFE OF A MOBILE DEVICE SPECIALIST / IT TECHNICIAN



ESSENTIAL DUTIES AND RESPONSIBILITIES:

The IT Technician will 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, along with the responsibility to install, upgrade, configure, diagnose, repair, and maintain:

Experience and skills on latest Apple and Android smart phones, tablets.

Ability to replace screens and batteries on phones, tablets, laptops, and other devices.

Familiarity and experience in replacing screens, keyboards, trackpads, and upgrading internal components in laptops, Chromebooks and MacBooks.

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.

Respond in writing to questions through different forums such as website, yelp, other social media and external communication platforms.

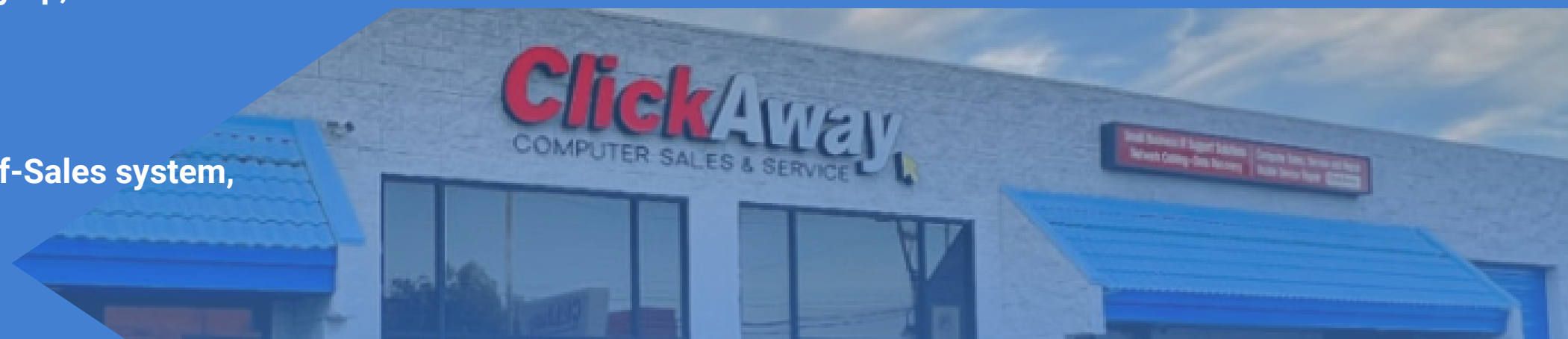
Answer customer telephone calls, utilizing scripts as provided.

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.



WHAT HAPPENS IF YOU GET THE JOB?

INTERESTED? CONTACT US HERE

ADDRESS: 5725 WINFIELD BLVD., SAN JOSE, CA 95123

PHONE: 408-626-9050

WEBSITE: WWW.CLICKAWAY.COM



Base hourly wage depending on experience.



Monthly stipend of \$40.



Commission based on a 10% of Gross Profit per invoice. (\$1,500 - \$3,000+ / Month).



Accrual of Paid Time Off.



California Paid Sick Leave & Mental Health Benefits.



Health Benefits after 30 days employment with company contributions to cover partial monthly premium cost.



Dental and Vision Benefits after 30 days of employment provided by company.
401K Plan with Company contributions.

