



Position: Client Services Technician

Type: Permanent Full-Time or Part-Time

Salary/Pay: Based on Experience

Benefits: Health Insurance, Matching Contribution Retirement Plan and Disability Insurance

General Summary:

Serves clients by assisting and eliminating computer problems through efficient and timely troubleshooting, then communicating the results to the client.

Essential Duties and Responsibilities:

- Assist in the day-to-day operations of the Sales Department
- Assist day-to-day operations of the Service Department
- Update and implement service policy and procedures
- Assist clients with hardware, software, and support options through our offered products via phone, in-store, and remote support methods
- Diagnose, troubleshoot and resolve computer issues for clients
- Contact the client when their computer is completed
- Contact the client with a quote for repairs or replacement of computer
- Ensure all service tickets and completed in an efficient and thorough manner
- Software Support for Microsoft and Apple operating systems and commonly found applications
- Document action by completing forms, reports, logs and records
- Troubleshoot problems using network and remote connectivity

Qualifications and Experience:

Technical

- Minimum of 2 years' experience, or equivalent education, in technical support field
- Demonstrate ability to troubleshoot Windows 7, 8, 10

Non-Technical

- Desire to continually learn and grow
- Strong interpersonal skills
- Ability to listen and explain solutions to non-technical users
- Firm desire to consistently work as a vital part of the team with a primary focus on client service and teamwork
- Ability to work on multiple priorities and/or projects simultaneously
- Excellent listening and communication skills, both verbal and written
- Strong customer relationship skills
- Organized, detail oriented and self-motivated
- Ability to provide and maintain detailed documentation on each job
- Ability to remain in contact with the client thru the completion of the service
- Willingness to develop professionally
- Problem solving abilities and ability
- Ability to meet reasonable deadlines

Working Conditions:

Professional office environment

Must be able to lift at least 50 lbs. on a regular basis

To Apply:

Submit an employment package that includes cover letter, resume', three professional references and any other relevant information to

Human Resources

Attn: Client Services Technician

OR

hr@thetechjunkies.net

2707 Vine Street, Suite 19A

Hays, KS 6760