

Job Description

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| Job Title: | Computer Technical Specialist |
| Department: | Print + Retail Solutions |
| Reports To: | Manager, Technology Sales and Service |
| Jobs Reporting: | None |
| Salary Grade: | USG 7 |
| Effective Date: | July 1, 2017 |

Primary Purpose

The Computer Technical Specialist operates the technical service centre in the Student Life Centre retail outlet, providing consultation and repairs for customers' hardware, software, and peripheral components. The incumbent ensures that the quality, integrity, and accuracy of the service provided meets or exceeds industry standards.

Key Accountabilities

Collaboration

- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally

Customer Service

- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service
- Provides complete, end-to-end technical service including intake and diagnosis, triage, and consultation to determination of suitability of repair service vs. replacement
- Establishes and meets realistic timelines for completion of work while always striving to meet or exceed customers' expectations

Technical Skill

- Proficient at repairing computer hardware, Windows-based PCs, and Apple computers including but not limited to screen replacements, upgrades to HDD, SSD, and RAM, Operating System reinstallations and diagnosis
- Familiarity with disk imaging software
- Maintains current knowledge of the latest product updates and repair tools and strategies
- Familiarity and experience with warranty repair and reporting tools including GSX for Apple products and the Lenovo Portal

Job Description



Effective Retail Performance

- When evaluating a potential repair, the incumbent will balance the consideration of whether servicing the goods would be preferable to outright replacement within the larger context of P+RS business needs (i.e., Would the service be both appropriate and profitable?)
- The incumbent will always consider whether P+RS has an obligation to service the product, even at a loss (i.e., Was the product purchased from us? Is it known to be faulty?)
- The incumbent will develop creative repair solutions when necessary, with a focus on evaluating the cause, and replacement of parts instead of repairing the part
- Maintains an appropriate supply of current replacement parts in order to provide timely repairs and replacement, including keeping detailed records of this supply and tracking its usage

Required Qualifications

Education

- Apple Certified Mac Technician / Apple Certified iOS Technician
- CompTIA A+ Certification
- Lenovo Certification

Experience

- Minimum of five years in computer repair
- Demonstrated aptitude for and commitment to providing excellent customer service
- Work experience in the post-secondary sector is an asset

Knowledge/Skills/Abilities

- Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality of results
- Business acumen and analytical skills
- Critical thinking
- Excellent written and verbal communication skills
- Interpersonal skills and relationship-building

Nature and Scope

- **Contacts:** The incumbent has regular contact with customers (campus students, staff, faculty, and members of the outside community), other P+RS staff, and high level support contacts at vendors.
- **Level of Responsibility:** The incumbent is responsible for maintaining healthy and productive relationships with fellow staff, customers and key campus contacts and is responsible for customers' devices while they are in his or her care.
- **Decision-Making Authority:** In consultation with the Manager, Technology Sales and Service, this position has decision-making authority for the items outlined above.
- **Physical and Sensory Demands:** This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Some lifting, bending and stretching is required from time to time, in order to move/display products for repair or sale.
- **Working Environment:** This position works in a typical retail store and office environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year. There is a slight risk of burns and shocks from working with batteries and computer components.