



Computer Services
Making Positive Connections.
Job Description

Job Title: Field Technician
Department: Operations
Reports To: Manager
Prepared By: Tom Stutsman
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Approved By: Tom Stutsman
Approved Date: 10/06/08

SUMMARY: The Field Technician is a front line position for **QUIK TECHS Computer Services**. The Field Technician must always be positive and friendly while in the presence of the customer. The Field Technician diagnoses, troubleshoots and repairs computer hardware, software and networking issues. Provide consulting, tutoring and educational services to customers as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following:

Corporate Responsibilities

- Must embody and share the Vision, Mission and Values of the company.
- Must abide by the Employee Handbook and **QUIK TECHS Computer Services** Policies and Procedures at all times.
- Must attend all meetings as assigned.
- Must have a blackberry/palm or have some way to keep track of schedule.
- Must have a cell phone for contacting main office.
- Must be well organized.
- Must dress professionally by the standards that **QUIK TECHS Computer Services** sets forth.
- Must have own car in good working condition (reliable transportation).
- Must have drivers license, proof of car insurance.
- Must work in a team environment and communicate well with all other employees and subcontractors.

Technical Responsibilities

- **QUIK TECHS Computer Services** has a 24-48 hour respond time so jobs are quickly scheduled as they come in and need to be responded to quickly.
- Must be able to locate and drive to several addresses per shift.
- Must be able to diagnose and troubleshoot all computer hardware and software issues.
- Must be able to accomplish all jobs as correctly and as efficiently as possible.
- Must be able to work on multiple computers and networks at the same time.
- Must follow Work Orders and complete all **QUIK TECHS documentation and forms** as required.
- Must assess computers for possible upgrades, such as backup drives, memory increases, battery backups, etc.
- Must be responsible for safely transporting computer and parts.
- Must be able to continually learn the latest software programs and hardware issues to assist customers.

Customer Service Responsibilities

- Answer phones using script
- Meet customers in person with a smile and Friendly, Professional, Positive attitude.
- Aim to understand all of the customer's needs and answer all questions appropriately.
- Maintain and improve upon employee and client retention.
- Show up at least 5 minutes prior to appointment for all scheduled jobs.
- Must know how to remain calm and keep customer calm in a stressful situation.
- Verify with customer before leaving that you have exceeded their expectation.
- Complete all ***QUIK TECHS documentation and forms*** as required.
- Ask for referrals.

Sales Responsibilities

- Must be highly technical and social with customers.
- Must handle all cash, check, credit card and gift certificates.
- Must know how to use a wireless credit card machine.
- Must seek opportunities to help the customer by selling hardware where needed (memory upgrades, backups, battery backups, etc...)

Other duties may be assigned:

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.

- Professional Experience with PC and Laptop at least 2 to 3 years with hands on experience or 1 yr in College Labs, working on hardware repairs and/or upgraded on pc's, lap tops and printers.
- Must have printer support experience.
- Must know how to completely tear down and rebuild a computer.
- Must know how to properly install and remove a computer and all of its accessories, such as mouse, keyboards, printers, scanners, routers, switches, network cables, etc...
- Must know what computer parts can go with each other i.e. motherboard, ram, processor.
- Must have own tools for repairing computers
- Must know how to look for and install proper drivers for hardware.
- Soldering skills and knowledge of electronic circuits a plus.

EDUCATION and/or EXPERIENCE

A+ certification, Apple certifications or equivalent with two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, and material specifications. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages. Ability to apply concepts of basic math addition, subtraction, multiplication and division.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

A+, Apple Technician, MCP or equivalent.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an

employee 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 employee is occasionally required to stand, walk, sit, reach with hands and arms, and talk or hear. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet to moderate.

PERFORMANCE STANDARDS/EXPECTATIONS:

- Quick learner
- Strong work ethic
- Organized
- Reliable
- Flexible
- Uphold our Core Values
- Perform all duties with a positive, professional and friendly attitude
- Demonstrate progressive leadership, lead by example and be willing to help others succeed
- Professional behavior
- Superb written and verbal communication skills
- Must be able to work in a team environment and willing to learn on the job
- Self motivated
- Excellent time management skills
- Efficient in processes
- Honest, friendly and outgoing
- Compassionate and service oriented attitude
- Thorough knowledge of computer hardware and software
- Strong troubleshooting skills
- Strong math, written and verbal communication skills
- Ensure that all work is performed accurately and without mistakes
- Maintain a professional appearance at all times as well as keeping the work area clean and in order
- Must treat customers and co-workers with respect
- Must have potential for growth

Acknowledgement of and agreement with performance standards:

Date