

## **PC Technician - Job Posting: 4616250**

### Job Description

- Repairs as needed from escalation from client levels
- Assisting with quality control
- Ensure sold items are properly shipped and packaged
- Assist in systems imaging processes
- Ensure timely completion of repairs and customer communication
- Assist in the issue of relevant documentation and reports
- Ensure data entry to IT systems is completed accurately and on time and ensure that all paperwork associated is handled effectively and in line with SOP's.
- Identify a system of improving products, services, and quality to customers, in order to encourage continued business development.
- Ensure effective communication with staff & clients on defined areas of responsibility and processes
- To observe and adhere to all policies and procedures
- To attend training and development programs
- Be polite & courteous to all customers and staff
- To represent the company in the most professional manner at all times.
- Adhere to safe working practices and contribute to the creation and maintenance of a healthy, safe working environment.
- Any other duties related to the above that might be required from time to time.
- Confirm to confidential information from both the agency and client are not released.

### **Credentials Needed**

- CompTIA A+ certification required
- Must be able to pass state and federal background investigation and must be able to obtain a Class 1 Fingerprint Clearance Card.
- Minimum 2 years experience working in IT. CompTIA A+ certification is required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- The noise level in the work environment is usually moderate