

# PC Technician role specification



<b>Role:</b>	PC Technician: Comet On Call	<b>Band:</b>	MTP
<b>Reports to:</b>	Operations Team Manager	<b>Based:</b>	<u>Field work and local service centre:</u>
<b>Other:</b>	<b>Vehicle + uniform</b>	<b>Salary:</b>	£16k - £19k (DOE) + bonus

## Overall Purpose of the role:

Following the successful launch of Comet On Call and the increase in business that we are experiencing we are looking to expand our current team of PC Technicians. We are looking for enthusiastic & passionate, customer focussed, computer technicians, to join our team of expert repair agents. We deal with all facets of desktop & laptop computer repairs, upgrades, wireless network installations, tuition, data recovery, connectivity and spyware/virus removal.

This role would suit individuals with real drive and ambition to help the company and themselves reach greater success. Previous hands on experience with computer software & hardware diagnostics is essential, this role involves working in the customer's home or place of business and requires the ability to problem solve in the field, potentially without any internet or technical support. This would be the ideal opportunity for anyone looking to move into or progress within this exciting area of IT computer support.

## Key Accountabilities:

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| <ul style="list-style-type: none"> <li>To provide a high quality support service, identifying, troubleshooting and fixing/rectifying computer problems.<br/>This will include;             <ul style="list-style-type: none"> <li>Installations of PC's and their related hardware</li> <li>Upgrades</li> <li>Software installation</li> <li>Wireless networking</li> <li>Data Recovery</li> <li>Virus treatment/Spyware removal</li> <li>Internet/E-mail</li> <li>Broad Band</li> <li>Customer training and advice</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>To talk to customers about technical matters in a non-technical way, to re-assure and provide the best possible assistance in meeting their PC needs.</li> <li>To sell additional essentials and services to customers to ensure a complete computing solution for their needs.</li> <li>To develop and maintain processes and working practices in the field.</li> <li>To continually look for ways to improve the service we offer to customers and make recommendations accordingly.</li> </ul> |
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## Skills/attributes required for the role:

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| <ul style="list-style-type: none"> <li>Must have passion and deep knowledge for all things IT/ PC related.</li> <li>A+, MCP, XP, Pro Network+ or MCDST would be an advantage and/or we would expect you to work towards such qualifications.</li> <li>The ability to repair or replace laptop components would be an advantage.</li> <li>Must have the drive to 'self learn' about and keep up to date with the latest technology.</li> </ul> | <ul style="list-style-type: none"> <li>Must have a confident, friendly personality and be able to communicate effectively with customers.</li> <li>Must have a flexible approach to working hours, as evening &amp; weekend shift patterns are necessary to fulfill the customer offer.</li> <li>Must be willing to support and share knowledge, experience &amp; workloads with colleagues.</li> <li>Must enjoy solving technical problems.</li> <li>Possess a full valid driving licence.</li> </ul> |
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## What decisions does the role holder make:

- Will make day to day technical decisions around how to fix products

## What is the typical planning time frame:

- Will work to a daily / weekly time plan as advised by the line manager

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