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| Job Title: | Mobile Device Repair Technician | Travel Required: | Minimal |
| Salary/Hourly: | TBD | Position Type: | Full-time |
| HR Contact: | Zak Smallwood | Date posted: | July 6, 2016 |
| Will Train Applicant(s): | Yes | Posting Expires: | N/A |
| Applications Accepted By: |
| Phone or E-mail:(904) 222-8399 or z3smallwood@auditmacs.comSubject Line:Attention: Mobile Computing | Mail:Zak Smallwood 3rdMobile Computing, Auditmacs8001 Belfort Parkway Suite 140Jacksonville, FL 32256 |
| Job Description |
| Role and ResponsibilitiesProvide top tier technical support and hardware support for mobile devices (i.e. - handhelds, netbooks, tablets, etc.) Project a professional company image through customer/end user interaction. Responsibilities may include but are not limited to the following:* Image, configure and clean mobile devices for deployment to field users
* Facilitate repair, replacement, or warranty of defective hardware
* Maintain workflows and improve efficiencies for optimal response and resolution times
* Inventory control
* Shipping/receiving of new or used hardware

Qualifications and Education Requirements1-2 years previous hardware technical support experience preferred. However, 2-3 years of IT-related experience or qualification in IT or IT related field accepted. Duties require professional verbal and written communications skills, computer and internet literacy with the ability to learn necessary software applications. Ideal candidate is strongly self-motivated and displays an apparent sense of urgency with the ability to follow through to completion any and all undertakings and assigned tasks. Preferred SkillsKnowledge of the mobile devices including manufacturers, operating systems, and network service providers.Working ConditionsOffice Environment. Position requires almost exclusive work using a telephone and computer. |