

MobileDemand Job Description

Tier 2 Tech Support

MobileDemand is looking for a Tier 2 Service Technician to assist in repair of PC's and tablets, manage Service inventory parts and assist in other Service/Production related duties. Must have strong mechanical skills, PC skills and prior experience in troubleshooting repair in a Service environment.

JOB DESCRIPTION:

- Inspect and troubleshoot hardware and determine problem if not already identified
- Run diagnostics as needed
- Repair, maintain and clean equipment
- Assist Sr. Tech when needed
- Repair processing (RMAs)
- Assist production area as needed
- Installing and updating software packages when required
- Demonstrate safe/responsible work habits
- Utilize various test programs and equipment to analyze system problems
- Managing Service Inventory
- Phone Support (help take in bound calls from tech support line)
- Email Support
- Support internal customer requests
- Help conduct equipment testing when needed
- Keep clear and concise case note for other techs
- General support for the service team and lead tech

Position Specifications

- Mechanical aptitude required
- Prior service experience required
- Ability to trouble shoot
- Attention to detail and ability to follow processes
- Organizational skills
- Effective communication
- Call center experience a plus
- Low return rate on repair work
- Must be able to meet required deadlines
- Interface with end users, other service technicians and support personnel

Compensation:

- Salary plus incentive compensation in line with experience / qualifications
- Paid vacation and holidays
- Company 401k program with match
- Company health/dental/vision plan
- Company life insurance and short/long term disability