



(770) 465-4000

# Internet Café

\$ **5**  
Per Hour

## Job Description

<b>Position:</b>	Computer Technician Part-time
<b>Reports To:</b>	Store Owner
<b>Supervises:</b>	None
<b>Posted:</b>	09/1/2010
<b>Shift:</b>	Flexible
<b>Salary Range:</b>	Negotiable

## Job Summary

Under the supervision of the Store Owner, you will use your expertise to provide customer service and sales ability to provide the best customer support to our customers. Technician would be responsible for handling simple to complex repairs and hardware installations. Technician will work independently, to provide installation, maintenance and repairs on equipment to assure high levels of customer satisfactions. You will perform repairs at the store location and on occasion at consumer's home. Educated and trained in all areas of computers, computer software and applications. A strong background working / repairing computers and laptops is a must. Assist in all areas of PC Support and Internet Café functions including printing, faxing, scanning and copying.

## Duties and Responsibilities

1. Maintain open lines of communication with assigned Manager and consumers to ensure customer satisfaction and meet repair service level expectations.
2. Maintain accurate measures for patrons needing technical assistance in the internet café.
3. Provide detailed and accurate diagnosis and make appropriate repairs to computers and or laptops.
4. Ability to translate computer talk into plain English for the end user.
5. Perform hands on repairs and testing for laptops and PC's.
6. Provide software installation, maintenance and repairs on equipment for café and consumers.
7. Other duties as assigned or as necessary.
8. Computer consultant.

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## **Job Requirements**

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- Minimum 2 years experience working in IT or related field in repair/service capacity.
- Complete knowledge of the Microsoft Windows products, from XP through Windows 7.
- Expert problem solver and solution finder.
- Extensive knowledge of laptops and PC hardware.
- Must have an ability to work with minimal immediate supervision.
- Ability to follow necessary documentation, document repairs, performs repair reports, tracking processes and procedures.
- Must be honest and maintain a high degree of integrity and professionalism.
- Hands on experience removing virus and spyware using various tools.
- Be physically able to perform the essential functions of the job with or without reasonable accommodations.
- Ability to use computers and to utilize computer software.
- Effective oral and written communications skills.
- Ability to listen and follow complex written and oral instructions.
- Ability to communicate with slow pace learners and provide assistance.
- Ability to conduct oneself with tact and courtesy regardless of situations.
- Ability to maintain and establish effective working relationships with co-workers and the public.
- Ability to make decisions in accordance with established policies and procedures.
- Total commitment to customer satisfaction and service.