



## Mac Tech Guru Onsite

MacSuperstore is an exciting, fast-paced and one-of-a-kind computer store. We are a retail and service business that specializes in Apple's Macintosh and iPod product lines. We represent only products that we believe in and would use ourselves. We strive to provide our customers the highest level of technical knowledge in a comfortable, non-threatening environment.

We have been in business for 10 years, based in San Luis Obispo, CA and now expanding to Colorado Springs. As an independent Apple Specialist, we have emerged as one of the nations leading providers of Apple products and services. It is our goal to be the premier provider on the Front Range.

We are looking for people who not only have a passion for Apple, iPod and Macintosh products, but also enjoy helping others achieve the same rewarding experience. We sell and service the products, but it's the people that make it all come together.

If you have a high energy level and desire to work in a fast-paced environment, MacSuperstore might be the place for you. Are you someone that customers enjoy speaking to and they walk away feeling better about the products you represent? If you like to work on a team that will challenge you to reach higher levels, MacSuperstore will do just that! Apple customers come because of the quality product, so we hire only the best people to deliver that expectation.

**Location:** First & Main Shopping Center, Colorado Springs, CO

**Type:** Full Time

### **Job description:**

As a Tech Guru you will provide excellent customer support and create long-term relationships and loyalty through an excellent understanding of software and hardware troubleshooting and resolution, problem diagnosis, and hardware repair and replacement, as an outside representative in customers homes and business's. A Tech Guru must have experience in computer troubleshooting and repair, and will be required to gain new and relevant information about, technical skills pertaining to, diagnosing and repairing computers and other Apple technologies. Must have the ability to work in a variety of conditions and situations in customer's homes and business's. You must daily achieve the company's goals of quality repairs and solutions, timely completion times to minimize time on-site. Customers product's issues must be expeditiously repaired, utilizing excellent customer communications skills proactively anticipating the needs prior to arrival through proper customer contact and insure confidence of repair process. A tech Guru at MacSuperstore will provide world class repairs and customer service while provide additional improvements and proactive solutions to assist the customer in improving their quality of their technology lifestyle.

### **A Great Team Member will have:**

- Relevant, documented Apple technical certifications
- Extensive knowledge of Macintosh computers, laptops, accessories, and other Apple products

- Independent self motivated worker
- Above average time management skills
- Drivers license and ability to drive to off-site clients
- Ability to read, analyze and interpret technical documentation and follow procedures
- Ability to troubleshoot and solve practical problems and deal with a variety of variables in situations where only limited standardization exists
- Ability to effectively organize workflow and materials
- Sound business judgment and decision-making ability
- Ability to communicate clearly and comfortably on the phone, e-mail, and in person
- Excellent interpersonal skills for relating effectively with customers
- Ability to work in a fast-paced environment and handle multiple ongoing projects balancing speed, accuracy and profitability
- Excellent attention to detail
- Strong knowledge of OS9 and X and a thorough knowledge of the Apple product line

**A great position will provide the opportunities:**

- To provide excellent customer solutions not just a repair
- To provide a total solutions and create loyal customers
- To work in a great environment
- To protect assets through proper loss prevent practices
- To receive great pay for great efforts
- To learn more about Mac and be rewarded for the effort

A position with the Mac SuperStore is an opportunity to get paid while using your passions, skills, knowledge and wisdom of a world-class technology to fulfill people's lives through superior solutions in a fun and rewarding environment.

**Duties and tasks**

- Develop on-site scheduling of repairs to maximize time and resources
- Service and repair all types of hardware issues on a wide variety of Macs.
- Troubleshoot and solve software issues including OS and program installs.
- Work as a team to meet production and profitability goals.
- Interface with customers to ensure quality customer service.
- Interface with service partners such as Apple and Xerox for billing, parts and advance support
- Work closely with the Sales Department to meet their needs and those of the customer
- Answer tech support phone calls
- Identify parts and order as necessary.
- Promote and sell products and services offered by MacSuperstore
- Work with customers to assess their technical needs and provide solutions beyond their expectations
- Efficiently and professionally greet customers and answer phone calls
- Follow up on customer service orders and inquiries in a timely and professional manner

- Work closely with the Sales Team to best meet the needs of the customer and to sell the services and products we offer
- Learn to use the point of sale system efficiently to manage customer data and generate service requests and invoices for each sale
- Take payments, process credit cards, checks and make change as necessary, process returns
- Prepare end of day money statements
- Meet the individual and team service goals established with the Manager
- Contribute to creating a clean and neat work environment and shop appearance. This includes emptying trash, dusting, mopping, stocking, merchandizing and continually improving the service center
- Consistently increasing your strong knowledge of all products, services, promotions and advertising.
- Attend all required store meetings and training sessions
- Protect company assets against fraudulent and harmful activities
- Other duties assigned

The above statements are intended to describe the essential functions of this job. It may be necessary for a person to perform other tasks as needed.

### **WORKING CONDITIONS**

This position requires driving, moderate lifting and standing.