

Computer & Cell Phone Repair Technician

Summary

At our retail locations, you maintain customers' trust in Phone Guru as the skilled expert troubleshooting and repairing products. You use problem-solving and people skills to assure our customers of swift resolutions to their technical problems. You also educate your team members about products, while independently keeping your own technical know-how up to date. With your customer service brilliance and empathetic nature, you provide excellent advice and support every day.

Both full-time and part-time jobs are available.

Key Qualifications

- Strong people skills and a knack for problem solving
- Some experience with repairing computers & cell phones (training provided)
- Ability to work in a fast-paced environment
- Ability to maintain composure and customer focus while troubleshooting and solving technical issues.
- Ability to adhere to a schedule of customer appointments

Description

As a computer & cell phone repair technician, you provide insightful advice and friendly, hands-on technical support to our customers in need. You quickly diagnose product issues on the spot, explaining situations with patience and empathy. After determining whether repairs can be done or a replacement is needed, you offer solutions to quickly get users up and running again. Even if you're juggling more than one customer, you stay conscious of their time demands as well as your own. You fulfill Phone Guru's service commitment with style, speed, and skill. And you earn the trust of customers and coworkers alike as you offer guidance, knowledge, and even tips and training.

Additional Requirements

- You have some experience with computer & cell phone hardware repairs. Training will be provided on the job for most devices.
- You have an aptitude for acquiring skills in technical repair and an eagerness to learn

- You have excellent time management skills and can make decisions quickly
- You have strong interpersonal skills
- You'll need to be flexible with your schedule. Your work hours will be based on business needs.
- Apple iPhone certified technician certificate is a plus. Phone Guru is a certified Apple IRP and we will be expanding into this space further.

Compensation

Compensation will range from \$16/hr - \$25/hr depending on experience and qualifications.

Location

- 4339 Dunbar Street, Vancouver BC
- 1804 - 4949 Canoe Pass Way, Tsawwassen BC

About Phone Guru

Phone Guru has been preserving the beauty and functionality of cell phones, tablets, iPads, and computers for over a decade now. Beginning with our first location in 2008 from a small shop in Delta, British Columbia, we've successfully earned the trust of several communities in Canada, by delivering consistent quality service.

As part of our dedication to assisting as many customers as we can, we've expanded our business to three other locations, helping customers with their cell phone repair needs. Our sole goal is to use our technical aptitude to advance the technology repair industry while providing cost-effective solutions for damaged devices.

We take pride in our work; we value customer satisfaction and we love what we do.