

## MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	USER SUPPORT TECHNICIAN
JOB NUMBER	3824
NUMBER OF POSITION/S	2
NOC CODE	2282
CLOSING DATE	2020-11-30
LOCATION	River Heights
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	\$25.15 - \$25.15
JOB TERMS	Full time
JOB DESCRIPTION	<p>- The employer is seeking for a User Support Technician to join our team to support the growing demand of the business. We have immediate openings for team-oriented individuals seeking career growth. A User Support Technician will greet the customers, define the problems and perform level 1,2 and 3 repairs on smartphones, tablets, computers and other electronic devices.</p>
JOB DUTIES	<ul style="list-style-type: none"> <li>- Greet customers both in person or on the phone;</li> <li>- Answer inquires and provide information;</li> <li>- Diagnose device issues and explain the services/fees to the customers;</li> <li>- Create repair tickets;</li> <li>- Repair electronic devices as they are entered in the queue.</li> <li>- Communicate with customers and team members on progress of repair tickets;</li> <li>- Intake arriving stock and organize as needed;</li> <li>- Maintain professional demeanor at work and tidy working space.</li> </ul>
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> <li>- To be able to communicate clearly and effectively in English with customers and other team members;</li> <li>- Able to perform level 1,2 and 3 repairs on smartphones, tablets, computers and other electronic devices;</li> <li>- Knowledge of iPhones, Samsung, and other smartphone repair techniques;</li> <li>- Ability to perform micro-soldering repairs;</li> <li>- Ability to diagnose device issues and perform complex board level troubleshooting;</li> <li>- Minimum two years of experience working in the industry, 5 years preferred.</li> <li>- Bilingualism is an asset;</li> <li>- Mobility (with a valid license and vehicle) is an asset, as technicians may be shuffled across our multiple locations;</li> <li>- Quickly diagnosing repair issues.</li> </ul>

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<b>OTHER DETAILS</b>	Benefits: - Casual Dress - Flexible Schedule - On-site Parking - Store Discount
<b>APPLICATION PROCESS</b>	Send targeted resume Apply through your CC
<b>APPLICATION DETAILS</b>	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
<b>JD</b>	Norm Mayer