



TECH HUB

Tech Hub Expert

Based in Cupertino, CA

Full-time position

Reports to Manager, Tech Support

Position Summary

Provide insightful advice and friendly, hands-on technical support to customers in need. Quickly diagnose product/software issues on the spot, explaining situations with patience and empathy. After determining whether repairs can be done or a loaner system is needed, offer solutions to quickly get customers up and running again. Even when juggling more than one customer, stay conscious of their time demands as well as your own. Fulfill Tech Hub's service commitment with style, speed, and skill. Earn the trust of customers while offering guidance, knowledge, and tips and training.

Main Job Responsibilities

- Provide onsite, face-to-face expertise and training to customers using OS X, iOS, watchOS environments.
- Analyze, troubleshoot and resolve device-related problems for customers.
- Respond to telephone calls, email, and requests for technical support.
- Document, log job tickets, and consistently update ticket tracking system with status and fixes; monitor problems to ensure timely resolution.
- Perform migrations, OS upgrades, troubleshooting email, Microsoft Office and Calendar issues.
- Advise, support and manage OS X projects including rollouts and upgrades.
- Provide exceptional customer service at all times.
- Maintain Tech Hub location—general orderliness, organization and labeling of lab items; maintain, manage loaner pool of computer systems.
- Continuously maintain and acquire new skills to remain technically competent with ever-changing technology requirements.
- Partner with client's IT organization to extend their reach and implement corporate IT policies.
- Follow NDAs to the letter and keep all work-related items strictly confidential.

Requirements

- College degree preferred; minimum 2-years experience in OS X environment.
- Apple-certified Mac Technician (ACMT) required.
- Expert knowledge in all aspects of OS X 10.7 and subsequent versions.
- Expert knowledge in all aspects of iOS 7 and subsequent versions.
- Expert knowledge in all aspects of watchOS and subsequent versions.
- Adapt tech support approach and style to a wide range of customer types (non-technical to technical; professionals to executives).

- Excellent time management skills and can make decisions accurately and quickly.
- Exceptional customer service and communication skills—must be a people person; enjoy working with people/workgroups who are technically challenged.
- Aptitude for acquiring skills in consumer-type repairs and an eagerness to learn.
- Self-starter and ability to work with minimal supervision.
- Demonstrated team player.
- Have a passion for all things Apple.

Send resume to jobs@techhub.net