



TECH HUB

Tech Hub Lead Expert

Based in Cupertino, CA

Full-time position

Reports to Manager, Tech Support

Position Summary

Provide face-to-face technical support to customers. A Bachelor's degree preferred and 5-years experience with both depth and breadth in OS X, iOS, and watchOS environments. Manage escalation of difficult technical issues. Participate in interviewing and training of new Tech Hub Experts. Mentor other Tech Hub Experts. Work independently and use discretion when making decisions. Be a creative, analytical thinker who demonstrates good judgment and leads by example. Demonstrate keen eye for managing details and bring a strong customer service orientation. Assist Technical Support Manager with day-to-day operations of Tech Hub locations.

Main Job Responsibilities

- Manage the daily operations of a client's onsite help desk and support services.
- Maintain and manage NetBoot/NetInstall servers.
- Evaluate and manage technical support systems hardware and software and making recommendations regarding upgrades or changes.
- Maintain and support client's computing devices environment.
- Provide exceptional customer service at all times; assist and guide Tech Hub Experts with providing superb OS X/iOS/watchOS support for customers in a corporate environment.
- Serve as escalation point for difficult technical issues.
- Respond to telephone calls, e-mail, and requests for technical support.
- Log job tickets, consistently update ticket tracking system with status and fixes, and monitor problems to ensure a timely resolution; assist other Experts with their tickets.
- Monitor and order spare parts, software, etc.
- Interview candidates; assist with on-boarding process and training.
- Mentor team and set example.
- Assist Technical Support Manager with daily operations of locations.
- Proactively seek new ways to improve overall performance and image of Tech Hub locations.
- 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; 5+ years in a technical support role (OS X, iOS, watchOS).
- Apple-certified Mac Technician (ACMT) required.
- Highly advanced skills with desktop support (hardware & software) for OS X / iOS watchOS and related hardware devices.
- 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 client types (non-technical to technical; professionals to executives).
- Strong project management and leadership skills.
- Exceptional customer service and communication skills.
- Strong presentation skills; ability to present clear, concise plans to clients.
- Excellent time management skills and can make decisions accurately and quickly.
- An aptitude for acquiring skills in technical repairs and an eagerness to learn.
- Self-starter and ability to work with minimal supervision.
- Have a passion for all things Apple.

Send resume to jobs@techhub.net