San Diego Futures Foundation
4283 El Cajon Blvd, Suite 220, San Diego, CA 92105
T: 619-269-1684 | **F:** 619-269-3471
www.sdfutures.org

JOB TITLE: Customer Service Technician

WHO SHOULD APPLY FOR THIS POSITION

- Applicants with 1-3 years Technical Experience in Computer Repair
- 1- year of experience in Front Desk and interacting with customer is preferred
- Bi-lingual preferred
- Bachelors' Degree preferred or equivalent combination of experience and education
- CompTIA A+ Certification is required

PROGRAM OVERVIEW

The mission of SDFF, a local nonprofit 501c3 serving the entire county of San Diego County, is to improve people's lives by making information technology available to underserved individuals, organizations and disadvantaged small businesses through training, education, technical services, and equipment. SDFF is supported by a variety of local funders including the County of San Diego. For more information please visit our website: www.sdfutures.org

JOB SUMMARY

The primary role of the Customer Service Technician is to troubleshoot, test, replace hardware, update software, image computers, perform all tasks related to customer service, process transactions at the point of sales (POS), update SDFF computer repair ticketing system, and provide general information pertaining to all SDFF programs. Primary tasks also include assisting with the Low Cost Computer Program sales located in the SDFF lobby. In this role, she/he will deal with customers and help them to understand the specification of the computer, terms and conditions of sales and any related SDFF programs.

The secondary role for the Customer Service Technician is to provide program support for our eBay program. These duties include testing, troubleshooting, writing accurate and detailed product descriptions, uploading product pictures, reporting, packing, shipping, and tracking of shipments for a wide variety of items received through the SDFF e-waste recycling program.

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RESONSIBILITIES

- Troubleshoot computer issues quickly and accurately
- Detailed documentation of repairs through ticketing system
- Replace computer components
- Perform data backup/transfers for customers
- Troubleshoot/resolve network issues and various operating system issues
- Assist individual customers with purchases
- Show products to customers and ensure product fits the customer's needs
- Ensure customer is educated on basic operation of their system
- Inform customers about special promotions, accessories, secondary training and new items arriving
- Process customer purchases/return transactions promptly and correctly at point of sale
- Listen, comprehend, and respond to customer comments/questions in person or on the phone using available resources

GENERAL ADMINISTRATION

- Coordinate schedules, monitor work performed, and teach technical skills to interns, volunteers, and Adaptive Technology Program participants
- Copying and scanning of documents
- Assisting with other programs on administrative tasks when required

SKILLS AND QUALIFICATIONS

- Experience working on a variety of computer hardware and software is required
- Specific software skills required in the following areas: Windows 7, Windows 10, Microsoft Office with emphasis on Microsoft Excel, Microsoft Outlook
- Strong attention to detail
- CompTIA A+ Certification required (minimum)

PHYSICAL JOB DESCRIPTION

The work environment is a typical air conditioned, open style office with desks and retail space with low-to-moderate sound levels. The Customer Service Technician will be provided with a Windows based PC, a telephone and office supplies to use for work related purposes. Physical tasks include typing and occasionally lifting small boxes less than 50lbs.

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TASKS AND TIME USE

Task Name	Description	% of Time Spent
Hardware Technician	Troubleshoot, test, update hardware, update software, image computers, all tasks related to customer service, update SDFF computer ticketing system, and provide general support to all SDFF programs	60%
Front Desk	Process computer sales to low income and underserved population, educate customers related to the specification of computers, terms and conditions of sales and process Point of Sale (POS) transactions	15%
eBay Program Support	Sort, test, evaluate, troubleshoot, write product descriptions, upload photos, package, ship, track, respond to customer inquiries, and all additional tasks related to eBay transactions	15%
General Administration	Assisting other departments on administrative tasks	5%
Operations	Enter time tracking and expense reports, attend meetings and trainings	5%

REPORTING

The Customer Service Technician reports to the Director of Hardware Operations and works collaboratively with Front Desk and all SDFF staff.

TERMS

Hours: Part-time
Classification: Non-Exempt
Compensation: $13.00 per hour
Benefits: Employee is eligible for Group Term Life Insurance benefits and long-term disability insurance only

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I have read and understand the above job description. I also understand this is just a guideline to use when doing my job and not to be construed as a contract. I further understand, as an at-will employee I or SDFF can terminate this employment relationship for any reason. This position within SDFF is a grant funded position and may be terminated in the event of loss of funding.

By signing this job description, I confirm that I am also capable of successfully performing the duties of this position as described. While this job description is intended to be an accurate reflection of the job requirements and accountabilities, SDFF management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

_____ _____
Employee Signature Date

_____ _____
Director/Manager Signature Date