

Computer Warriors, Inc.

Computer Repair Technician

Are you looking to work for a 5-star rated company opening a new location in Leland NC with a huge opportunity for earning potential and growth? Do you LOVE working with customers and delivering a superior client experience to everyone you encounter on the job? Is it your mission to solve technical challenges and fix nearly any computer issue you encounter? If this sounds like an opportunity that is right up your alley, and a challenge you would like to undertake, then keep reading.

The Computer Warriors in Wilmington, NC is looking for a Computer Repair Technician with a strong customer service background and sales mindset who is capable of working in high-performance team of technicians with an incredible team manager towards common goals of delivering a profitable, 5-star experience for our clients. We provide best-in-class computer repair and phone repair services with a top-notch team and need a computer repair technician who can help us deliver this 5 star experience consistently by effectively diagnosing devices, repairing them, and communicating with our clients. You will be required to learn the basics of phone repair and will need to be able to handle customer service check-ins, answer questions and phone calls, and work well with our existing team.

Base pay for this position is \$13 - \$17/hr along with commissions on personal sales and team goal incentives. Earning potential of over \$400/mo in commissions for this position are certainly within your reach if you are effective and self-motivated.

10 days' vacation / personal leave annually (15 after 5 years with Computer Warriors), 7 paid holidays annually, regular team "fun days," company paid training, and incentives are among the benefits offered for this position.

Application Instructions:

Call 919-249-6590 and dial extension 102. You will be asked to leave your contact information and answer three questions.

Shift:

Monday – Friday, 9am to 6pm. Rotating Saturdays, 10am to 2pm.

Job Duties:

- Effectively diagnosing computer issues and recommending appropriate repair / replacement solutions to our clients.
- Performing successful, efficient repairs
- Responsible for an incredible, consistent client experience – ensuring we deliver a superior customer experience from the moment they call in, come by the store, check their device in for repair, and leave. We have a robust system in place for providing this level of service, and you will be responsible for ensuring this happens consistently
- Converting clients that call in over the phone to inquire about pricing / services to paying customers

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- Checking clients in and out using our systems and procedures
- Up-selling appropriate products (protection plans, solid state drives, RAM, etc)
- Solicit sales of new or additional services or products, including protection plans and replacement computers
- Keeping the store clean, presentable, and organized
- Other duties as assigned.

Requirements:

Hungry to grow, learn, and provide awesome service with an energetic, positive attitude. Must have high emotional intelligence and know his or her own limitations (must possess humility). Ability to work well in a team environment and learn new tasks quickly. Must have computer repair experience and be able to work as the primary computer repair technician in the store.