



## Job Description

(For Positions in CAW Local 555, Unit 1)

*Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.*

JD #:	<b>JD00520</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Retail Service Technician</b>	JD FTE Hours:	<b>35</b>
Job Family:	<b>IT</b>		

### General Description

Responsible for diagnosing and repairing computer hardware and software in a customer service oriented retail environment, which includes providing technical support and advice to the staff, sales team, and customers within the department.

### Representative Duties & Responsibilities

- Diagnose routine and complex computer errors involving both hardware and software faults that may require the use of methods for which no established guidelines exist.
- Oversee the complete service transaction process including, but not limited to, the intake, diagnosis, repair, return to customer, parts ordering, parts tracking, parts return, and vendor reimbursement.
- Consult with and provide advice to customers on technical and service inquiries ensuring technical information is given in terms appropriate to a customer's level of technical understanding.
- Advise customers on the suitability and compatibility of computer equipment with the University's computing environment.
- Consult with vendor support services as required to complete a technical diagnosis.
- Prepare and review service quotes for customers and provide recommendations for action ensuring customer approval is obtained before performing service.
- Provide customers with resources to support and troubleshoot information technology.
- Contribute to the service goals of the department by creating a positive customer experience during the service process, and ensure all policies and procedures pertinent to the service process are adhered to.
- Propose, create and update services, policies and procedures pertaining to technical services.
- Greet and actively engage customers on the sales floor to determine needs, locate products, and make product suggestions as required.
- Enter parts information into inventory management system and apply the appropriate product mark-up as directed.
- Maintain an accurate inventory of parts and materials required for the computer service operation.
- Prepare merchandise for inventory and conduct physical inventory of merchandise and goods.
- Create and submit purchase orders with established vendors for parts required for computer repairs.
- Obtain purchase order approvals when purchase authorization limit is exceeded.
- Maintain timely, accurate and complete records of computer service.
- Move, unpack, and store products as required.
- Maintain a neat and organized work area with clearly defined locations for incoming and outgoing systems.
- Ensure the physical security of customer computers during the service process.
- Handle customer data securely and confidentially ensuring established policies, procedures, and practices are followed.
- Promote the technical services available within the store to the University community.
- Interact and correspond with technical staff in other University departments to develop strong working relationships.
- Review analyses of service performance metrics in coordination with department manager in order to improve customer satisfaction and service revenue.
- Maintain service authorization training by participating in training sessions and reviewing available training documentation.
- Ensure proper opening and closing of the store on a rotational basis, following established policies and procedures.
- Understand the process flow of various systems utilized by the department in order to answer customer inquiries in a

## **Representative Duties & Responsibilities**

timely and accurate fashion via email, by telephone, and in person.

- Communicate customer feedback to buyers and the management team.
- Operate bookstore systems and the cash register as required.

## **Supervision**

- Provide direction to others in how to carry out work tasks.

## **Qualifications**

- 2 year Community College Diploma in Computer Systems Technology, or related field.
- Requires industry specific technical certifications such as Apple Certified Macintosh Technician and A+ Technical Certification.
- Requires 3 years of relevant experience,

## **Effort**

### **Physical Effort:**

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
  - Intermittent periods of keyboarding to develop technical solutions, troubleshoot, and correspond with colleagues and clients.
- A typical work day occasionally requires moderate physical effort for activities such as:
  - Moving and carrying moderate weight objects such as computers.
  - Standing to stock shelves and build displays.
- Elements of high physical effort are not a regular feature of this job.

### **Mental Effort:**

- A typical work day occasionally requires routine mental effort for activities such as:
  - Collecting routine information, word processing routine documents and inputting data into a database.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
  - Collecting detailed information from customers regarding their computer's faults.
  - Providing advice and expertise to customers and staff on technical matters.
  - Preparing and reviewing service quotes for customers and providing recommendations for action ensuring customer approval is obtained before performing service.
  - Advising customers on the suitability and compatibility of computer equipment with the University's computing environment.
- A typical work day occasionally requires high mental effort for activities such as:
  - Diagnosing complex computer errors involving both hardware and software faults using methods for which no established guidelines exist.

## **Working Conditions**

### **Physical Environment:**

- Occasionally exposed to dust from computers.

### **Psychological Environment:**

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests and simultaneous deadlines.

### **Health & Safety:**

- Climbs on ladders to store and retrieve merchandise and equipment.
- Uses tools such as a box cutter to open shipments and break down boxes.
- Uses wheeled carts to transport materials and equipment.

# Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	<b>JD00520</b>	Pay Grade:	<b>6</b>
JD Title:	<b>Retail Service Technician</b>	Total Points:	<b>438</b>
Job Family:	<b>IT</b>		

Factor	Subfactor	Level Rating	Points
<b>Skill</b>	1. Applied Reasoning and Analytical Skills	<b>4.0</b>	83
	2. Breadth of Knowledge	<b>2.0</b>	13
	3. Adaptation to Change/Updating of Learning	<b>2.5</b>	17
	4. Interpersonal Skill	<b>3.0</b>	39
	5. Education and Experience	<b>D3</b>	60
	6. Dexterity and Coordination	<b>2.0</b>	12
<b>Effort</b>	7. Physical Effort	<b>1.0</b>	3
	8. Mental Effort	<b>3.0</b>	55
<b>Responsibility</b>	9. Planning and Coordination	<b>2.0</b>	28
	10. Responsibility for Others	<b>2.0</b>	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	<b>3.0</b>	66
<b>Working Conditions</b>	12. Physical Environment	<b>1.0</b>	3
	13. Psychological Environment	<b>2.0</b>	10
	14. Health and Safety	<b>2.0</b>	16