



Marlow Services LLC
158A Kentuck Rd, Danville, VA 24540
434.770.4694

Job Title:

Computer Repair Technician

Company and Job Summary/Objective:

Marlow Services LLC is a growing small business serving the Danville, VA area with award-winning phone, tablet and computer repairs, sales, and tech support since May 2015. We take our customer service and technical excellence very seriously. Our team has continued to evolve and expand our services to meet the needs of our customers. We now offer a full line of retail devices and accessories, prepaid wireless plans, video digital conversion services, gaming system repairs and laser engraving, in addition to full-service computer, phone and tablet repairs. As a dynamic small business, we will continue to expand our services and product offerings as customer needs evolve and the skill set of our team grows. We are looking for a highly skilled and detail-oriented Computer Repair Technician to join our team.

The ideal candidate will have a strong background in diagnosing and repairing hardware and software issues in desktops and laptops running Windows, macOS, ChromeOS and Linux. The computer repair technician will play a crucial role, while working as a team with the store manager and customer service specialists, to ensure customer satisfaction through high quality repairs, technical support, and excellent customer service.

Responsibilities:

- Diagnose and Troubleshoot:
 - Identify and resolve hardware and software issues in desktops, laptops, and other computer peripherals.
 - Perform and document diagnostic tests to determine the root cause of technical problems.
- Hardware Repair and Maintenance:
 - Repair and/or replace defective components, such as hard drives, memory, power supplies, displays, keyboards, cooling systems, motherboards, etc.
 - Install and upgrade computer components to enhance system performance.
 - Custom build and modify PCs.
- Software Support:
 - Install, configure, and update operating systems (Windows, macOS, Linux, ChromeOS) and software applications.
 - Remove malware, viruses, and spyware from infected systems.
 - Aid with software-related issues, including troubleshooting and user guidance.
 - Configure gaming PCs to optimize performance.
- Data Recovery:
 - Utilize data recovery tools and techniques to retrieve lost or corrupted data.
 - Advise clients on data backup best practices to prevent future data loss.

- **Customer Service:**
 - Greet customers warmly and professionally, establishing a positive and welcoming atmosphere in the store.
 - Assist customers in troubleshooting technical issues with their electronic devices.
 - Handle customer concerns with empathy and patience, striving for swift resolution to enhance customer satisfaction.
 - Maintain absolute confidentiality with all customer information and devices.
 - Process sales transactions accurately and efficiently, including ringing up purchases, accepting payments and issuing receipts.
 - Maintain a comprehensive understanding of the store's product inventory, pricing, promotions, and aid in value and cross-selling.
- **Documentation:**
 - Maintain detailed records of repairs, including parts used, labor hours, and diagnostic findings.
 - Generate service reports and communicate effectively with customers and team members.
- **Quality Assurance:**
 - Conduct thorough testing of repaired systems to ensure optimal functionality.
 - Implement quality control measures to uphold the highest standards of service.
 - Become proficient in phone and tablet technical duties, such as installing various types of screen protection, performing pre-repair checks on devices, custom modifying accessories, performing device data transfers, factory resets, software updates, etc.

Qualifications/Requirements:

- **Education and Certifications:**
 - High school diploma or equivalent.
 - Associate's or Bachelor's degree in Computer Science or related field a plus.
 - Relevant certifications (e.g., CompTIA A+, CompTIA Network+, CompTIA Security+) are a plus.
- **Experience:**
 - Proven experience as a Computer Repair Technician or similar role.
 - Familiarity with a wide range of computer systems, hardware, and software.
- **Technical Skills:**
 - Proficiency in computer hardware and software troubleshooting.
 - Proficiency in computer hardware component configuration, diagnostics, and repair/replacement.
 - In-depth working knowledge of operating systems (Windows, macOS, ChromeOS, and Linux) and common software applications.
 - General knowledge of smartphones, tablets, and related accessories, along with their features and functionalities.
 - Desire to learn, maintain, and update proficiency in technical skills as technology and service offering evolves.

- **Communication Skills:**
 - Excellent interpersonal and customer service skills.
 - Ability to convey technical information in a clear and understandable manner.
 - Empathetic and patient demeanor, capable of handling challenging customer situations with professionalism and composure.
 - Ability to teach and collaborate with store manager, co-workers, and customers.
 - Customer-oriented mindset with focus on meeting or exceeding customer expectations.
 - Ability to work in a team in a fast-paced setting.
- **Problem-Solving Ability:**
 - Strong analytical and problem-solving skills.
 - Ability to determine and effectively communicate to customers the cost-benefit analysis of repair/upgrade versus purchase of new device.
 - Ability to work independently, teach, collaborate, and prioritize tasks effectively.
 - Strong organizational and multitasking abilities, able to prioritize and handle multiple customer interactions and tasks simultaneously.

Compensation and Benefits:

- Starting pay is \$15-\$22/hour, depending on experience and skill level, with possible increase after 30-day probation period.
- Opportunity to take-over/buy-out business.
- Paid vacation.
- Employee discount on all products and services.
- On-the-job training for phone and tablet repairs.
- Fun, family-oriented work environment.

Location/Working Hours:

Work location will be at 158A Kentuck Road, Danville, VA 24540. Workdays/hours will generally be 10AM – 6PM, weekdays and some Saturdays. Applicants can expect approximately 30-40 hours/week.

Application Instructions:

All resumes and applications are to be submitted online to brandy@marlowservicesllc.com. Please do not bring into the store directly! We will contact those candidates we wish to interview.

Equal Opportunity Employer Statement:

We are an equal opportunity employer.

Posting Date:

Posted December 5, 2023.