

Description: Bench Technician

Bench Technician Job Purpose: The function of the Bench Technician is to prepare computers and peripherals to fulfill customer orders. General manual activities working under little or no supervision.

Bench Technician Job Duties:

- Assemble, disassemble and or, repair / configure computers.
- Update internal documentation records, logs and tracking information.
- Administer vendor claims against vendor warranties and manage to resolution for in-house customer computers and computers at customer field locations.
- Identify flaws or imperfections in a computer or software setup.
- Perform one or more repetitive bench operations involving computer assembly and basic computer operation.
- Handle stock to prepare for assembly and verification of computer and software functions.
- Help desk support - resolving hardware and software customer issues to include troubleshooting computer hardware.
- Must have reliable transportation and valid drivers license
- Participate in special projects and other all other tasks or duties as assigned.

Skills/Qualifications: An Associates Degree in Computer Science or related field; OR equivalent work experience, strong working knowledge of Operating System platforms (including MacOS, Windows 7, XP and Vista). A+ Certification, Network + Certification Preferred. Remote Desktop Knowledge, Must Clearly Document a Client's Needs, Excellent Ability to Work with People, Foster a Team Attitude, Self-Confidence, Product Knowledge, Presentation Skills, Customer Relationships, Motivation for Sales.