



Company: Volt

Position: Tier 1 Technical Support Agent

Location: Sacramento, CA (Apple Facility)

Pay: \$12.00/hr First Month/Thereafter \$14.00/hr

Description:

A Tier 1 Technical Support Agent will be responsible for troubleshooting and resolving computer hardware, software and connectivity problems for Apple customers and partners. Provide prompt, reliable, and accurate information to customers via the phone, maintaining effective communication during conversations by adjusting to the pace and technical level of the customer. Ensure first call resolution in a timely manner, while maintaining the highest level of quality support with every customer interaction.

Job Requirements:

Required Qualifications:

- HS Diploma and/or 2-3 years related experience
- Excellent Customer Service Skills
- Customer Focused
- Strong written, verbal and organizational skills
- Have a passion for technology
- Owns a personal computer and/or technical devices such as iPod, cell phones, PDA's, etc.
- Experience troubleshooting technical problems with personal computers and other devices.
- Comfortable navigating software applications
- Applies Methodology to issue resolution (knows why they did what they did) Listening Skills (see competencies) Metrics & Performance
- Has worked in an environment where their performance was quantifiable and was measured on a regular basis, or measured performance in school or organization Understands Schedule Flexibility

Preferred Qualifications:

- Information Technology/Help Desk Experience
- Experience with Windows (XP/2000) operating systems
- Basic understanding of hardware configurations – such as USB vs. Firewire
- Knowledge of Device manager – (Knowing when something is connected/mounted)
- Knowledge of program files and system files both in Windows / OS X.
- Experience with troubleshooting external devices in Windows
- Understanding specific media file types used by iTunes/iPod – AAC, Mp3, Wav, mpeg4
- Basic installation and removal of application in Windows. Mac Technical Skills
- Experience with Macintosh OS X operating systems
- Basic understanding of hardware configurations – such as USB vs. Firewire
- Experience with troubleshooting external devices in OS X.
- Understanding specific media file types used by iTunes/iPod – AAC, Mp3, Wav, mpeg4 etc.
- Basic installation and removal of application in OS X Mac/Windows Technical Skills

If you would like to apply to this position, call your Applicant Coordinator. If your last name starts with A-K call SSG Kirk @916-854-3881 and if your last name starts with L-Z call SFC Reyes @916-854-3882.