

Geek Squad In-Store Computer /Electronics Tech

Best Buy, Inc. Store 375

INDUSTRY: retail electronics and appliances

LOCATION: Santa Fe, NM

APPLICATION DEADLINE: 8/7/10

JOB TYPE: Full-timePart-time

WORK SCHEDULE: hours per week

JOB DUTIES: Geek Squad Agents will work in a fast paced retail environment performing computer-related installations and technical support. Although sales will not be your primary function, let's just face it, when our customers spot a sharp technical mind dressed like an Agent, they can't help but ask a few technology questions. Geek Squad Agents should have the ability to interact with customers while showing respect, courtesy and professionalism. Responsibilities: Assist customers with service/repair issues within the Standard Operating Platform (SOP) of the Precinct. Provides the initial contact with customers, checks in product, and runs basic tests to determine product needs and service solutions. Facilitates the complete solution of product sales, upgrades, installations and service in the store. Is expected to personify and uphold the Geek Squad service standards.

MINIMUM SKILL REQUIREMENTS: Proof of Apple certifications (current or expired) or laptop repair training are both a strong plus. Basic Requirements: The ability to troubleshoot and resolve Windows XP/Vista and basic Apple OS X problems is preferred. Apple hardware certifications are a strong plus. Linux experience is a plus since it is required to perform many Data Rescue services. Lack of Linux and Mac experience will not disqualify candidates, training is provided. * DOS, Windows 9x/ME/2000/XP or Apple MacOS * Troubleshooting of Operating Systems and Internet connection issues * Knowledge of computer hardware diagnostic and troubleshooting * Software installations and upgrading * Can install / troubleshoot all computer-related devices (video, sound, modem, printer, scanner, camera, etcetera.) * Have the ability to research online and work through problems

PREFERRED SKILLS:

WAGES:

BENEFITS: , , , ,

APPLY BY: , , , , , Online

REQUIRED DOCUMENTS: , , Application

CONTACT INFORMATION:

NAME:

MAILING ADDRESS: 3533 Zafarano Dr, Santa Fe, NM87507

PHONE: (505) 438-4761

FAX:

EMAIL:

WEB ADDRESS: <http://careers.bestbuy.com>