

Seeking First/Second Year Student for Employment.

Australian Computer Doctors are currently seeking phone support personnel to assist with booking in and assigning jobs for our areas throughout Australia. The role would involve handling incoming calls, providing a brief diagnosis of the potential problem and quote accordingly based on our fixed pricing structure. Jobs would then be assigned to various onsite technicians through the use of a custom built online calendar system.

Responsibilities:

- Diagnose and resolve all related computer problems (hardware and software).
- Handle incoming calls from new and existing customers.
- Be able to sell and recommend the correct service to customers.
- Handle credit card payments over the phone.
- Communicate with onsite staff and inform them of changes to their schedules.
- Give computer advice/training to customers when required.
- Perform related duties as assigned by managers.

Technical Knowledge:

- Knowledge of all Microsoft operating systems.
- Knowledge of setting up cabled and wireless LAN's.
- Proven experience with virus/spyware removal, broadband installations, and computer hardware repairs.
- Proven ability to learn new IT products and applications

Mandatory Requirements:

- Clearly spoken English and an impeccable phone manner.
- Cheerful and friendly disposition.

Please email all resumes and applications to jobs-wollongong@acdoctors.com.au .