

LONDON DRUGS - JOB DESCRIPTION

JOB TITLE: COMPUTER TECHNICAL SPECIALIST

DATE: October 2012

GENERAL REQUIREMENTS:

- This position is required to perform the role of technician, performing technical services and growing the tech-service sales in the computer department, as well as sell products and support customers in the computer department as a sales associate when required.

REPORTS TO: Reports to the Computer Manager, Computer Assistant Manager and Store Manager.

SKILLS & ABILITIES:

- Enthusiastic self starter who drives sales
- Demonstrates good inter-personal skills when dealing with Customers, staff & management.
- Strong selling skills.
- Professional image, reflecting positively on the Computer Department.
- Be highly organized and able to multitask effectively and work under changing priorities.
- Good communication skills within a team environment.
- Initiative to isolate and solve problems.

ATTITUDE & CHARACTERISTICS:

- A positive and proactive attitude.
- Takes initiative to solve problems.
- Demonstrates a high level of integrity.

EDUCATION & KNOWLEDGE:

- Successful completion of the certifications required (A+, Certified Data, Apple, Hewlett Packard, Sony, Toshiba) complying with London Drugs' objective of being able to support the warranty repair of computers sold at every store and offer to our customers the convenience of a consistent service experience.
- Good understanding of the Computer Department's operational software and support websites.
- Knowledge of desktop PCs and Windows-based operating systems.
- In depth knowledge of computer products, peripheral devices and computer technology.
- Must have good understanding of relevant technology used for the business.

DUTIES, RESPONSIBILITIES, & TASKS:

- Maintain the professional image of the Computer Department and company
- Log all repairs on going for all technical work performed.
- Understand and follow accurate billing processes for warranty work, parts return, and SVO file maintenance.
- Understand and follow all Privacy Protection policies, such as restore logs and data wipes on returned drives and storage devices.
- Understand and follow all policies regarding the storage, transfer, or copying of customer data.
- Ensure all personal computer software and hardware is stored away from the Computer Department at all times.

- Understand and follow Company Policies relative to Demo Software and Software Copyrights and no charge products issued for personal use or a contest reward.
- Provide all records and/or reports required.
- Provide assistance to management on special projects or any other tasks.
- Continue to develop technical knowledge.
- Promote London Drugs in the community as a place to shop and a place to work.
- Ensure quality and service levels are maintained to Company standards.

MERCHANDISING:

- Participate in merchandising & inventory control & assist with identifying under/over stock.
- Maintain scanning procedures, price changes, daily housekeeping and promotional displays, enforcing London Drugs standards.
- Receive orders and ensure sensomatics are on all applicable products.
- Complete inter-store transfers and defective returns.
- Maintain signing, shelf and price labels.
- Be aware of the showcase Plan-o-grams in the Merchandising Book and how to use these in the daily merchandising of the Department.

CUSTOMER SERVICE:

- Understand and maintain the “Superior Shopping Experience” concept.
- Provide prompt, friendly and efficient customer service.
- Ability to generate sales by way of effective selling techniques, suggesting accessories, “add-ons” and effective merchandising to create extra sales opportunities.
- Develop rapport with customers to ensure their questions and needs are satisfied.
- Follow-up on customer quotations to encourage the sale.
- Set daily goals with regard to sales, attachments and tasks. Follow-up regularly with Department. Manager and other team members to share successes and challenges.
- Must understand importance of Extended Service Plans. Ensure all staff are fully informed on benefits, features and implementation process.
- Must have good understanding of relevant technology used for the business.
- Ensure all customer information, product information, and serial number is correctly detailed on ISIS System quotes and invoices, as per company policy.
- Understand and operate within the guidelines set out in the corporate privacy policy.
- Ensure all customer service issues are referred to management in a timely basis within company guidelines.
- Be aware of the London Drugs product return, customer satisfaction, coupon redemption, recycling and competitive pricing policies.
- Be familiar with charges for various services and rates.
- Keep up to date on new products and information relating to the Computer industry, as well as some familiarity with products/technologies in Photo Electronics and AVS to aid in providing service in those departments when applicable.
- Be knowledgeable of cash procedures and perform sales services duties as required.

LOSS PREVENTION:

- Be aware of Company policies and procedure specified for the Computers Department.
- Understand and follow Company Policies relative to Staff purchases.
- Keep showcases locked and department keys secure.
- Be familiar and comply with all related company policies.
- Maintain the integrity of the lock-ups and tech room at all times

HEALTH & SAFETY:

- Be aware of and promote safety standards to ensure both employee and customer Health and Safety.
- Create and maintain a safe, fair, and harassment free environment for all employees.

PHYSICAL DEMANDS:

- Will be required to move products, of various size and weight, on a frequent and efficient basis.
- Will be required to spend long periods of time standing.
- Will be required to do frequent bending.
- Will be required to wear walkie talkie headset when working on the sales floor.

WORKING CONDITIONS:

- Will be required to work independently.
- Will be required to work indoors with overhead florescent lighting

GENERAL REQUIREMENTS:

- Understand and adhere to Company policy regarding the usage of Internet access and e-mail usage.
- Keep up to date on all Company policies and procedures.
- Understand and operate within the guidelines set out in the corporate privacy policy and other corporate communication relating to privacy issues.