

**Employer:** Tech Dynamix

**Location:** Painesville, Ohio

**Position:** Computer and Mobile Device Technician

**Salary:** \$12/hr

**Availability:** M-F, 10-6 and Saturday 10-3

**Preferred Interest:** Computer Support

**Company Summary:** Tech Dynamix, founded in 2006, is a Managed Service Provider (MSP) based in Northeast Ohio. Our mission is to empower our partners with secure, effective, and efficient IT solutions while providing support rooted in a culture of customer service. We specialize in network administration, support and maintenance, business continuity, cybersecurity, collaboration, and cloud services. Our team brings extensive experience in finance, manufacturing, and other small- to medium-sized businesses, understanding the unique challenges of supporting organizations with 10 to 100 or more users.

**Job Expectations:** As a Computer and Mobile Device Repair Technician at Tech Dynamix, you will be responsible for diagnosing and repairing hardware and software issues on a variety of devices. You will work closely with our team to ensure that all repairs are completed efficiently and to the highest standards. This role offers an excellent opportunity to develop your technical skills and gain hands-on experience in a fast-paced environment.

**Responsibilities:**

- Diagnose and repair hardware and software issues on computers, laptops, tablets, and smartphones.
- Perform routine maintenance and upgrades on various devices.
- Replace damaged components such as screens, batteries, and keyboards.
- Install and configure software applications and operating systems.
- Provide technical support to users, including troubleshooting and resolving technical issues.
- Maintain accurate records of repairs and services performed.
- Ensure all repairs are completed in a timely and efficient manner.
- Stay up-to-date with the latest technology trends and repair techniques.
- Participate in training and professional development opportunities.

**Desired Skills:**

- Strong knowledge of computer and mobile device hardware and software.
- Experience with diagnosing and repairing hardware issues on various devices.
- Familiarity with operating systems such as Windows, macOS, iOS, and Android.
- Ability to troubleshoot and resolve software issues.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills to explain technical concepts to non-technical users.
- Ability to work independently and as part of a team.
- A+ or similar certification is preferred.

**Educational Goals:**

- Gain practical experience in diagnosing and repairing a variety of devices.
- Develop a deeper understanding of hardware and software troubleshooting techniques.
- Enhance problem-solving skills in real-world scenarios.
- Learn to effectively communicate technical information to non-technical users.
- Build a foundation in operating system installation and configuration.
- Obtain hands-on experience with the latest technology and repair techniques.
- Prepare for industry certifications such as A+.