

**JOB TITLE:** Tech Support Specialist  
**CLASS:** Bargaining Unit  
**CATEGORY:** Regular (after Probationary)  
**STATUS:** Part-time, Hourly Wage, Non-Exempt  
**BENEFITS:** Eligible  
**REPORTS TO:** Reuse Area Coordinator  
**LAST UPDATED:** September 11, 2012



**JOB SUMMARY:**

This position directly supports Free Geek's commitment to ensure repair and replacements for broken hardware under warranty and to get customers unstuck with basic configuration and usage issues. This position participates in job-related group meetings to help develop programs and procedures. This position is represented by a union, and union membership is mandatory upon hire.

**DETAILED RESPONSIBILITIES:**

- Train, supervise, schedule, coordinate and motivate volunteers.
- Answer customer questions and forward complaints through appropriate channels.
- Maintain systems that Tech Support uses to protect the customer's private information and ensure that computers are tracked and tickets are carried through in a timely fashion.
- Help identify and solve problems with computers produced and/or sold by Free Geek.
- Communicate with other Free Geek staff and volunteers about the needs of all areas.
- Keep abreast of relevant (and frequent) emails.
- Other duties as assigned.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic environment.
- Aptitude for directing, instructing and positively influencing the energy level of others.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Demonstrable self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to lift and carry at least 50 pounds on a regular basis.
- Must not be afraid to ask questions, but must be able to work without direct supervision on a

regular basis.

- Demonstrated basic proficiency with Linux operating systems.
- Demonstrated interest in learning and training opportunities.
- Dedication to Free Geek's mission and Open Source philosophies.
- Six months of customer service experience.
- Prior technical support or computer repair experience.
- Ability to identify computer components and other hardware.

**DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Previous experience working or volunteering at Free Geek.
- One year of tech support experience.
- Two years of customer service experience.
- Demonstrated advanced proficiency with Linux operating systems.