

# Technical & Office Assistant

Hours: Part-Time apx. 10-20 hr/week

Wages: \$12.00-\$15.00/hr DOE



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## **Who We Are & What We Are Looking For**

We are a small technology shop serving consumers and small businesses in downtown Edmonds. We primarily do in-house and on-site PC repair, networking, media technology, and surveillance. We seek honest and friendly people comfortable in a service-based technical environment, possessing a strong work ethic and an understanding of how to treat customers well. A good technical and business foundation is important, as is learning and applying new knowledge.

This job has technical, office, and business responsibilities. You will often run the shop by yourself, doing PC desktop and laptop repair, office work, and business development. You will need to be responsible, professional, and take pride in your work. Shifts will start at 4 hours/day, two weekdays/week and 3 hours on Saturdays. Can be flexible on which days. This is a part-time position, please don't apply if you're looking for full-time.

## **General Requirements**

- Punctual & Takes Pride in their Work. Excellent Time Management Skills.
- Professional & Responsible Attitude & Work Ethic.
- Organized Personality. Ability to follow and design procedures and stop-by-step instructions.
- Good Computer Skills. Functional understanding of Windows Operating System, Hardware, & Software.
- Familiar & Interested in Technology. Likes to learn & apply knowledge.
- Excellent Customer Service. Can communicate written and verbal English accurately and respectfully.
- Honest & Friendly. Can take direction & work with others harmoniously & respectfully.
- Task Skills. Complete single or multi-tasks without supervision in a team environment or independently.
- Education: H.S. Diploma/GED Required, Certifications & College a plus but not required.

## **Duties & Responsibilities**

- Cheerfully greets & checks in customers, takes orders, and collects payments.
- Answer phones & questions, take messages, email, schedule, open and close as needed.
- Diagnostics & repair PC laptops & desktops.
- Help with showroom & display arrangements, keep shop clean, tidy & presentable.
- Improve shop operations and systems, including customer, product, and time management.
- Do product, technical, and business research and development as needed and requested.
- Business & Web Marketing. Design & production of flyers, banners, webpages, SEO etc..
- Web development, management, improvement, or other internet related work.
- Other Shop Duties as Requested.

## **Desirable Technical Skills**

- Working Knowledge & Experience with PC Repair & Upgrades (A+ beneficial / not required).
- Working knowledge of Windows Operating System & PC File Structures.
- Troubleshooting Experience with PC Hardware, Software, & Networking Problems.
- Working Knowledge of Microsoft Office Products; Word, Excel, PowerPoint, and Publisher.
- Practical Networking Experience including Workgroup & Domain Setup & Functionality.
- Experience with Web Development, PC Audio/Video, Surveillance, Privacy, & Miniaturization.

## **Desirable Business & Office Skills**

- Good General Office Skills. Phones, communication, organization, and typing skills.
- Experience Developing Communication Documents. Flyers, Marketing Docs, Tech Docs etc..
- Experience with Retail and/or Technical Sales & Showroom/Display Arrangement Beneficial.