



MyBlueUmbrella
We Manage IT

Join the Team

Apple Technician August

Job Description

We are looking for a help desk / service technician professional to work with our customers by phone to fix their Apple computer problems and make things run right again. If the issue is software, you'll fix the issue remotely. If it's hardware or networking, you will be dispatched to customer's site.

This is a challenging technical support job where every day is different and you'll use industry-leading tools to help businesses eliminate frustrating computer problems. As a Certified Apple Technician you will be expected to have the following skills and experience:

- Must have a passion for Apple and Mac products
- Good listening and communication skills
- Good critical thinking and problem solving skills
- Must be able to work independently but also work with a team
- Must be able to multi-task
- Apple and Mac experience required
- Willingness to study on their own time to complete Apple certification courses
- Strong written and verbal communication skills

We're looking for a motivated "ticket closer" to join our team of technicians. This position is for someone with Post-Secondary IT training and a minimum of 2-3 year experience working in an IT support role mainly focused on troubleshooting issues. This is a position with extensive opportunity for further training and promotion within our company.

The successful candidate will become part of our Help Desk team, providing remote and onsite support to My Blue Umbrella's clients and helping to monitor the health and functionality of their networks and computers. That includes:

- Taking telephone inquiries and then troubleshooting and solving PC hardware, software, or network problems;
- Remotely accessing client workstations and servers to perform necessary maintenance and fix issues that arise;
- Providing remote support for Microsoft operating systems and programs as well other common small business applications;
- Providing troubleshooting and support for internet connectivity and email issues.

Please submit your resume at info@mbu.ca