

Careers at Gizmo



OUR CULTURE

We are a close knit team who enjoy 'wowing' our customers by helping them get the most out of their technology.

We are passionate about our values and live and breathe them every day

- We live for this stuff – passionate about technology and customer service
- We do what we say
- We do the right thing
- We love a challenge

Most importantly, we are performance driven – motivated by a love of our jobs, continuous learning, improvement and realistic stretch goals.

Our work environment empowers people to get the most from their roles and allows everyone the opportunity to be a leader in the organisation.

We place a high importance on collaborating together to build a professional environment of knowledge sharing & respect.

OUR PEOPLE

Are passionate about our business objectives, philosophy, brand and values

Demonstrate a passion to truly exceed customer expectations

Are passionate about consumer technology

Highly skilled and accountable for their actions and performance

- Enjoy a "hands on role"
- Are resilient and welcome change
- Are challenged by continuous improvement
- Display professional behaviour and commercial acumen
- Demonstrates the true nature of teamwork
- Demonstrates sound technical ability
- Are Innovative and flexible
- Demonstrates drive for results, energy, enthusiasm and a 'can do' attitude in all that they do!



Senior Gizmo Tech – Phone Support

These roles provide technical assistance, escalation and mentoring support to GizmoTech's as required, take ownership of customer incidents and follow through to resolution (end to end) and resolve complex issues.

To be successful for these roles you will be able to communicate technical language into laymen's terms & are passionate about always exceeding the customer's expectations. You have strong analytical, diagnostic and problem solving skills and are able to mentor and coach other Gizmo techs.

You must demonstrate the following skills

- Outstanding customer service
- Excellent Telephone manner
- Excellent problem solving ability
- Excellent interpersonal and communication with customers
- Excellent attention to detail
- Excellent understanding of consumer technology, such as PC's & peripherals, laptops, networking (including wireless).
- Excellent knowledge of Windows XP Operating Systems and Microsoft Office Suite.
- Excellent knowledge of troubleshooting dial-up, ADSL and network connectivity
- Excellent knowledge of anti-virus/spyware
- Excellent knowledge of using remote support tools, e.g. PC Anywhere, Remote Desktop whilst engaging the customer over the phone.

Requirements

You will have a minimum of 3 years experience in a phone based customer service role that focused on providing solutions to consumer customers. Some experience in a technical customer service desk would be a distinct advantage. Have MCP, or Comptia A++ qualifications or are able to immediately qualify.