

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!



Team Leader – Mobile Team

These roles will provide strong people management and co-ordinate the daily operation of technical support to a wide variety of consumer and SOHO customers within the operational geographical area.

To be successful in this role you will have excellent people management skills and always exceed customer expectations through ensuring excellent customer service is delivered and that all Gizmo Tech's take full ownership of customer issue resolutions, end-to-end.

You must demonstrate the following skills

- Act as a mentor, coach and an escalation point for all team members.
- Participate in the recruitment process of employees within the Support teams.
- Effectively manage performance of GizmoTechs and proactively facilitate all Gizmo's People Management Policies.
- Conduct monthly summary appraisals, annual and bi-annual appraisals for each team member.
- Provide on-the-job training, development and education to team members
- Take ownership of issues ensuring escalation where necessary to provide customers with relevant and up-to-date information at all times.
- Conduct quality assurance audits and customer satisfaction surveys, ensuring compliance with Gizmo's Quality Systems.
- Monitor and manage utilisation and performance of the team in conjunction with the NSC.

Requirements

The successful applicant will be able to demonstrate a minimum of three years experience in a senior/team leader role (technical help desk or desktop support environment) within a customer focused environment. The successful applicant will ideally have a technical support background.