

JOIN OUR TEAM



MobileDemand is a technology leader in rugged tablets, mobile computing solutions, and integrated productivity tools - committed to bringing increased functionality and capabilities to the mobile workforce. As a fast-growing, quickly expanding company, we are looking for exceptional team members to help drive the future of mobile productivity.

JOB TITLE	Tier 2 Tech Support
DEPARTMENT	Service
REPORTS TO	Director of Operations
PURPOSE	MobileDemand is looking for a Tier 2 Service Technician to assist in repair of PC's and tablets, manage service inventory parts and assist in other Service/Production related duties. Must have strong mechanical skills, PC skills and prior experience in troubleshooting repair in a Service environment.
RESPONSIBILITIES	<ul style="list-style-type: none">• Inspect and troubleshoot hardware and determine problem if not already identified• Run diagnostics as needed• Repair, maintain and clean equipment• Assist Sr. Tech when needed• Repair processing (RMAs)• Assist production area as needed• Installing and updating software packages when required• Demonstrate safe/responsible work habits• Utilize various test programs and equipment to analyze system problems• Managing Service Inventory• Phone Support (help take in bound calls from tech support line)• Email Support• Support internal customer requests• Help conduct equipment testing when needed• Keep clear and concise case note for other techs• General support for the service team and lead tech
REQUIRED SKILLS & EXPERIENCE	<ul style="list-style-type: none">• Mechanical aptitude required• Prior service experience required• Ability to trouble shoot• Attention to detail and ability to follow processes• Organizational skills• Effective communication• Call center experience a plus• Low return rate on repair work• Must be able to meet required deadlines• Interface with end users, other service technicians and support personnel
COMPENSATION	<ul style="list-style-type: none">• Salary plus incentive compensation in line with experience / qualifications• Paid vacation and holidays• Company 401k program• Company health, dental and vision plan• Company life insurance and short/long term disability