Apprentice Apple Technician

Become an essential part of a successful technology business and make a difference in people's lives. MacAtoZ LLC is the premier mid-Willamette Valley Apple technology consultancy for residential and small business. Our clients vary greatly, ranging from veterans to stay-at-home moms to authors to non-profit organizations. Our diverse clientele rely on us to help them navigate the ever-changing world of technology. We enable grandparents to visit remotely with their grandkids. We help stroke survivors to continue to use email. We improve the lives of the people we are privileged to have as clients. We're looking for help in fulfilling this mission.

Every position within the Company begins with these requirements:
- excellent communication skills in person, over the phone, with FaceTime, and via email;
- a strong desire to help people and to empathize with them;
- the ability to work independently with minimal supervision and as part of a team;
- a familiarity and enthusiasm for Apple technology;
- reliability and trustworthiness;
- the ability to respect and handle confidential information;
- a confident can-do attitude with proactive orientation;
- an attention to detail with an ability to handle multiple projects simultaneously and prioritize them;
- excellent digital and real world organizational skills;
- a positive, out-going personality with lots of self-motivation—you should come "batteries included."

The Apprentice Apple Technician position is a short-term one, designed to help you become a certified Apple Technician within our company. As such, the duration of the position and its specific success metrics will be determined by MacAtoZ and the employee. Our expectation is that within several months you will no longer be an apprentice.

After the successful completion of the apprenticeship, the employee will be an Apple Technician who provides excellent service and support onsite and remotely to our small business and residential clients by
- Creating, maintaining, and improving client relationships
- Anticipating client needs and help resolve issues in a timely manner
- Training clients in Apple technology
- Providing troubleshooting for Mac, iPhone, iPad and other Apple technology
- Monitoring and maintaining local area networks for clients
- Assisting in company strategic planning
- Completing other duties as assigned

This Apprentice position is primarily an educational one, beginning at around 10-15 hours a week and starting at $20 an hour. A successful candidate will rapidly increase his or her knowledge, compensation, and responsibility.

Qualifications
- A positive, outgoing, confident, can-do personality. Our business is about relationships —you must love helping people.
- Deep familiarity with and enthusiasm for Apple technology. An Apple Certified Support Professional (ACSP) certification is required but can be obtained within 90 days of hire if necessary. Additional technology certifications a plus.
- Insurability. Our techs carry $1 million in company-provided business liability insurance.
- Previous Help Desk or Apple support experience strongly preferred
- Proven ability to respect and handle confidential information
- Reliability and trustworthiness are essential; references and background check required
- Travel throughout the mid-Willamette Valley to various client locations is required, though most client interaction is handled remotely.
- Occasional travel to industry conferences, trade shows, etc.
- Non-Compete, Non-Solicitation, and Non-Disclosure Agreements are required
- You must be vaccinated against Covid. As a cohort, our residential clients are a medically vulnerable population.

You can learn about MacAtoZ's team, mission, values, history, and employee benefits at www.macatoz.com/about.

If you are interested in applying for the Apprentice Apple Technician position, please send a cover letter explaining your interest and qualifications as well as a resumé detailing your experience and skills to jobs@macatoz.com.