

## **Apple Technician** (part-time)

Be an essential part of a successful business that makes a difference in people's lives. MacAtoZ LLC provides Apple technology service, consulting, and training to residential clients and small businesses in the mid-Willamette Valley. 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 victims continue to use email. We improve the lives of the people we are privileged to have as clients. And we've grown to the point that we need help to fulfill 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 Apple Technician position is 15-20 hours a week with flexible hours and pays \$24-\$27 an hour depending on experience. Maintaining a good work/life balance is a company priority. With a high speed Internet connection, much of the work can be done remotely. MacAtoZ will provide both a company iPhone and Macintosh computer if necessary. There are other benefits as well.

Our Apple Technicians provide 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

### **Minimum Requirements**

- A strong desire to help and to serve people. Our business is about relationships.
- Deep familiarity with and enthusiasm for Apple technology. An Apple Certified Support Professional (ACSP) certification is required but can be obtained within 60 days of hire if necessary.
- Familiarity with MDM, Ubiquiti networks, VPNs preferred
- Proven ability to perform independently with minimal supervision and as part of a team; strong work ethic
- A positive, outgoing, confident, can-do personality. You should come “batteries included.”
- An attention to detail with an ability to handle multiple projects simultaneously and organize and prioritize them

- Strong interpersonal, verbal, and written communication skills
- 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
- Occasional travel throughout the mid-Willamette Valley to various client locations is required
- Non-Compete, Non-Solicitation, and Non-Disclosure Agreements are required
- Covid vaccination required (as some of our clients are medically vulnerable)

You can learn about MacAtoZ's team, mission, values, history, and employee benefits at [www.macatoz.com/about](http://www.macatoz.com/about).

**If you are interested in applying, please send a cover letter explaining your interest and qualifications as well as a resumé detailing your experience and skills to [jobs@macatoz.com](mailto:jobs@macatoz.com).**