

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 – Mobile



These roles provide technical assistance, escalation and mentoring support to GizmoTech's as required undertake fault finding and diagnosis of problems with digital lifestyle products, including desktop, peripherals, software and hardware and resolve other complex issues relating to local area networks & Wifi.

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

- Excellent knowledge of Consumer technology, such as DVD, DVR, set top boxes, game consoles, MP3 players, digital cameras, media centre PC's, PD/s & peripherals, laptops, telephones, fax, mobile telephones & networking.
- Excellent understanding of Windows NT/ XP Operating Systems.
- Excellent knowledge of Dial-up, ADSL and network connectivity.
- Excellent knowledge of installing and repairing various hardware and software.
- Excellent knowledge of Wifi and Routers and their functions within a network infrastructure.
- Excellent Anti-virus/spyware knowledge

Requirements

You will have a minimum of 3 years experience in a desktop support role within a highly customer focused environment. Have MCP, or Comptia A++ qualifications or are able to immediately qualify.