

Junior Apple Repair Technician

ROLE

An exciting opportunity has become available on a full time permanent basis for an Apple Repair Technician to join our growing team of talented Apple Technicians. This is a great stepping stone for an individual who is looking to join a reputable organisation that can offer long term career development. This role is extremely customer focused, therefore, the successful candidate will be able and willing to provide outstanding customer service skills to ensure we are continuing to provide the best customer service possible, whilst also demonstrating the ability to empathise with a wide range of clients across diverse industries and technical proficiency.

KEY SKILLS

- ☑ The ideal candidate will have a wealth of previous experience with Mac and iOS devices, and a strong understanding of troubleshooting.
- ☑ A passion for technology and an affinity for computer hardware are a must.
- ☑ You will have a wide understanding of end user Apple devices and be able to meet priorities and targets.
- ☑ This role would suit someone who is able to remain calm under pressure when managing conflicting priorities.
- ☑ Being comfortable working on your own initiative and being self-motivated to find solutions under guidance from senior members of the team.
- ☑ Strong attention to detail with excellent and effective written and verbal communication.
- ☑ A general understand and familiarity with networking concepts would be highly desirable.

WHY ACADEMIA

The Academia Technology Group specialises in the supply of software, IT hardware, training and service solutions to the public sectors, business and pro media markets. Established in 2003, we employ over 80 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £65m. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability. We have moved towards the managed services provider (MSP) area, developing our own cloud infrastructure and carrier grade network. This is built across multiple DC's in London and we're looking to expand this heavily in the next financial year