



## **Computer Delivery Technician**

### **BASIC ACTIVITIES:**

The function of the Computer Delivery Technician is to provide direct support to the Director of Technical Services in the ongoing development of existing and prospective Performance by Design customers to ensure that the department is able to meet its growth targets.

### **DAILY ACTIVITIES:**

- Represent Performance by Design in a positive and professional manner
- Work with all personnel and outside contacts to satisfy clients and achieve company goals
- Identify areas of improvement in the company and assist in creating and implementing solutions
- Develop sales opportunities by researching and identifying potential accounts; soliciting new accounts; building rapport; providing technical information and explanations; preparing quotes
- Close new accounts by answering telephone, fax, and e-mail inquiries; verifying and entering information
- Develop quotations based on identified sales strategy
- Fill orders by transferring Quotations to Invoice; communicating expected delivery date; assign jobs to the appropriate technicians
- Develop accounts by checking customer's buying history; suggesting related and new items; explaining technical features
- Update job knowledge by studying new product descriptions and participating in educational opportunities



- Complete and maintain accurate sales forecasts, data gathering, and reports for Business Managers
- Conduct Post Sale Follow Up(call customer to ensure welcome letter and computer equipment are correct) in coordination with delivery technician
- Conduct ongoing customer needs, analysis, and research of customer requirements through first party resources
- Participate in management meetings and take responsibility for sales improvement initiatives and other assigned action items
- Assist in customer escalation as per escalation procedure
- Perform reporting functions on an ongoing and timely basis including Quotes, Invoices, and Deliveries
- Assist in completing sales projects including proposals and marketing
- Perform any other duties assigned by your manager
- Act as the point of contact between the executives and internal/external clients
- Undertake the tasks of receiving calls, take messages, and routing correspondence
- Handle requests and queries appropriately
- Maintain diary, arrange meetings and appointments, and provide reminders
- Make travel arrangements for the sales team
- Produce reports, presentations, and briefs



### **Computer Technician**

Shall be a Veteran, preferably a Chapter 31. Configures all computers per client's needs. Maintains standards of cleanliness, organization, and professionalism at all times. Maintains accurate customer records as required. Provide customer assistance regarding repairs, upgrades, installation, and operation of product. Additional responsibilities include performing basic functionality testing on units, as well as diagnosing, conducting repairs, and cleaning. Must work well independently and in a team environment. PC or MAC repair, installation or diagnostic experience. Valid driver's license.

Please send Cover Letter and Resume to [jobs@performbydesign.com](mailto:jobs@performbydesign.com)