Auburn University Job Description

Job Title:	**Apple Technology Specialist**	Job Family:	No Family
Job Code:	**EF16**	Grade 32:	$35,000 - $58,400
FLSA status:	Non-exempt		

Job Summary

Under minimal supervision and reporting to the Assistant Director, the Apple Technology Specialist provides Apple Certified Repair and Sales services for students and the campus community to meet school and work needs.

Essential Functions

1. Performs authorized Certified Apple Repairs for the campus community and consumer marketplace within established timelines. Troubleshoots and repairs Apple computers, iPads, and other devices.

2. Consults with users and troubleshoots system issues, provides software installation, configuration, upgrades, and technical support for university students, faculty, staff and departments. Provides technical support for University Bookstore computers, system maintenance, software installation and other issues.

3. Consults with and guides customers in selecting the appropriate Apple device for their needs.

4. Purchases goods for resale; helps determine product assortment and inventory levels to maximize profitability and inventory turnover. Assists with the receiving and stocking of computer related merchandise.

5. Trains and develops technology department staff on repair and technical support techniques. Stays current on technology and procedures.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	Minimum	Focus of Education/Experience
Education	High School	High School Diploma or equivalent; Associate's degree preferred.
Experience (yrs.)	4	Experience providing services related to repair and/or sales of computer or technology products. A bachelor's degree in computer science, engineering can substitute for experience.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Must know retail math basics. Must know how to systematically work through problems to generate diagnoses, disassembly and reassembly of computers/components, and have listening and understanding skills.

Certification or Licensure Requirements

Must be an Apple Certified Mac Technician (ACMT) and an Apple Certified iOS Technician (ACiT). If an employee does not have all certifications, s/he must acquire within 60 days of hire. Completion of AppleSEED online sales training must be completed within 2 weeks of hire and updated quarterly thereafter.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 9/10/2018