

# TEKNOSOPHY LLC

## **Job Description: Residential Technician Consultant**

The position of residential technician at Teknosophy requires:

- 5 years or greater experience in an IT-, MIS-, or Business Management-related position, OR, currently in college and using the position to fulfill a co-op requirement.
- Wealth of tacit knowledge when dealing with residential technology and the customers it intimidates, and a good “bedside manner” to remind customers that they should not feel intimidated
- Highly-developed instinct to learn new technology on the spot
- Personable manner that leads customers to understand, trust and eventually recommend Teknosophy to their friends
- Highly responsible and reliable

## **Summary**

The position of Residential Technician at Teknosophy is essentially in-home computer repair. Either the President or Secretary will dispatch the technician. The technician should be capable of solving many issues, including but not limited to, computer and Internet speed diagnosis, toolbar removal, POP>IMAP email migration, wireless router/printer issues, performing proper backups, recommending new purchases of reliable products, and instructing the customer in any areas they'd wish to be educated on.

## **How We Neutralize Competition**

The philosophy behind “in-home computer services” means Teknosophy can offer solutions that a “drop-off” shop are not able to handle, therefore:

- Teknosophy’s goal is to resolve underlying issues once and for all, as opposed to a monthly charge to patch and re-patch an unstable system
- A customer no longer has to lug a heavy computer to a shop, then take it home and reconnect it
- A customer doesn't have to live without their computer for weeks on end and live with uncertainty as to its finish date
- Wireless network and Internet connection issues mean it is absolutely necessary for a technician to be in the customer's home
- On-site service provides the often-needed ability to fix multiple PCs at once.

- In-home service also ensures that Teknosophy is known as a high-end solutions provider and providing more personal service
- Teknosophy encourages customers to watch our work, and explain what we're doing in plain English
- If a customer has an acute issue with one computer, and prefers to leave it with us, we can accommodate that
- Unlike many repair firms, Teknosophy does not destroy all data on a customer's machine in an attempt to resolve a problem
- Teknosophy empowers and educates its customers whenever possible

## History

The idea of Teknosophy arose when the Company realized that no other firms were properly filling the need for in-home computer services. Most computer stores simply offer virus-scan services. Viruses are virtually irrelevant at this stage in the game, so it is as though the competition is seeking to cure the bubonic plague. Teknosophy has discovered most real threats are:

- Toolbars, bloatware and other legal corporate spyware
- Fake optimizers
- Update attacks
- Computer folks who implement improper backups or none at all
- Indian phone scams and hostageware
- Paranoid Internet Security programs that cannot find these new threats

In contrast to ineffective and outdated methods, Teknosophy brings about a solid, reliable, consistent user experience. Whenever possible, Teknosophy encourages the use of non-Microsoft technology, which is virtually invincible to viruses and can easily brush off scam attempts.

## Terms

Termination at any time by either party, with a 30-day written notice, except in cases of illegal activity, it is then instantaneous dismissal.

### *Non-compete:*

Employee may not work for a similar company for 1 year if they leave or are terminated.

**Non-Disclosure:** While Teknosophy encourages proliferation of our unique concepts, employee must not copy any corporate information or from the firm's knowledge base and redistribute to any third party without the express permission of the Company.

### *Stay Agreement:*

Pay: is hourly for the first 6 months for training. After such period, remuneration will be 45% of each job's labor revenue.

After training period, technician position becomes part-time with the possibility of full-time in the future.

## **Duties Protocol**

Correct attire is essential to set a standard of professionalism. Therefore, *business casual attire* must be worn to each job. (No t-shirts.)

After each job is completed, the technician shall enter a summary into Teknosophy's ticketing system and submit the check to the owner/assistant by the end of that week.

Special attention must be paid to the nature of the money and its eligibility for sales tax.