# JC Digital Repair Specialist ( 79850408 )

Job Responsibilities :  
  
1. Install CPE devices2. Daily partner management3. Address partner queries4. Drive quality installations5. Interact with customers6. Troubleshoot device defects7. Handle device queries8. Record job in CRM portal9. Upgrade device software10. Assemble / dismantle smartphones11. Repair handsets12. Verify devices for exchange13. Inspect FTTx devices14. Travel to touch points15. Train / support service points16. Fulfill adhoc responsibilities as per business requirements

Education Requirement :  
  
10+2 / ITI / Diploma, Certification in Device Care (Preferred)

Experience Requirement :  
  
0 - 4 years

Skills & Competencies :  
  
A. Soft skills:1. Customer focus2. Communication skills3. Problem Solving skillsB. Functional skills:1. Handset repair skills2. Knowledge of spares operations3. Knowledge of CRM Systems

Location Map : Mumbai NVMB 2 (24) - Ghansoli