

The Professional Tech

– Appearance

- Don't dress casually when you are on the job, a nice shirt and good pants gives more confidence to the client that you know what you are doing.

– The Traits of a Tech

- Honesty
- Integrity
- Dependability
- Responsibility
- Adaptability
- Versatility
- Sensitivity

– Communication

- Be assertive both with clients and co-workers
- Be respectful
- Ask open ended questions
- Let the customer explain himself, even if the details don't matter or you already know where the problem is, is respectful
- Never accuse the customer or a user of breaking/ruining something, simply speak in 3rd person as if it wasn't anybody's fault
- Be friendly!
- Don't use a lot of technical terms, speak plain English so that they understand even if they don't know much about computers

– Expectations and Follow-up

- You can give an estimate of how long it will take you, don't make a promise you might not be able to keep up to though!
- Document EVERYTHING, this is not just good for the company and customer, also for you, this protects you!
- Follow-up with the customer after a couple days from your visit, and ask them how the system is performing and if they had any further issues



He looks professional, I would trust him!

– Safety and Tools

– ESD (Electrostatic Discharge)

→ Your worst enemy when dealing with PC components, wear an anti-static wrap ALWAYS (except when dealing with CRT monitors) and ground yourself

– EMI (Electromagnetic Interference)

→ Magnetic fields messes around with components as well, keep magnets away from flash drives, HDD, floppy disks, etc

– RFI (Radio Frequency Interference)

→ Ever heard noises from your speakers without you playing anything? Well that is what this is

– Physical Safety

- Be organized with hardware and tools Typical Tool-kit
- Watch out when carrying equipment

– Main Tools

- Nut drivers
- Hemostat
- Three-prong parts retriever
- Multi-driver
- Extra parts tube
- Philips-head screwdriver
- Flat-head screwdriver
- IC extractor



Typical Tool-kit

References :

- PC Technician Image
: http://www.onlyforsupport.com/wp-content/uploads/2015/02/pc_technician_banner_left.jpg
- Tool-kit Image : <http://www.vpi.us/images/tlkit-cpu-30.jpg>
- Mike Meyers - CompTIA A+ Certification All-In-One Exam Guide 8th edition