



Job Title: Hardware Specialist	Reports To: Business Development
Department: Administration	Direct Reports:
Revision Date: 11/1/09	Email: careers@keeransystems.com

Position Overview

The Keeran group of companies is re-launching keeranhardware.com. The new website will offer Keeran's signature brand promise of *unsurpassable* in three cutting-edge areas for computer hardware:

1. Gaming Machines
2. Graphics/CAD/Animation Workstations
3. Home/Office Automation

Initially, the candidate for this position will need to be very versatile. Job functions include, but are not limited to:

- Hardware purchasing
- Updating the website
- Estimating and inside sales
- Computer assembly
- Troubleshooting computer hardware
- Inventory management
- Sales and Marketing

Position Description

The candidate for this position will be integral in helping launch and maintain the new keeranhardware.com website. They will be responsible for researching new and innovative products ideal for the Keeran brand, as well as finding more efficient ways to order and receive standard ones. The appointee will support both the administration department as well as the Business Development team. The candidate will ensure that all required hardware and software is procured in a timely manner as to meet client deadlines and allow the service team sufficient time to deploy the technology. Although an established methodology will be followed, it will be essential that the Hardware Specialist draw upon their knowledge and experience to improve upon the current methods used at Keeran Systems. A number of vendor accounts will be provided, however the purchaser is not limited to the existing vendors if more desirable options exist. The candidate will also be responsible for setting up and maintaining a positive, mutually beneficial working relationship with our vendors, to foster for the growth of Keeran Systems in the IT marketplace. In addition to hardware procurement, inventory control (both within the physical office and in QuickBooks) will be the responsibility of this position. The candidate will keep item codes and descriptions consistent as to promote continuity through out the company. An extensive amount of communication between the purchasing department (procurement) and the client services manager (delivery) will be essential in delivering an unsurpassable solution to our customers. At times, estimating as well as product suggestions will be requested. Thus an extensive, up to date knowledge of the products which Keeran Systems sells is required. This person will also be responsible for the timely return of defective products (RMA's), and must understand the unique process which each vendor uses.



Requirements

ESSENTIAL

- Experience in the computer services industry
- Well-developed interpersonal customer service and relationship building skills
- Exceptional organizational and time management skills
- Understanding of inventory management / accounting software
- Ability to work independently and as a member of a team to get tasks accomplished
- Proven ability to use the following software products: Microsoft Word 2007, Microsoft Excel 2007, and Microsoft Outlook 2007
- An acceptance of, and commitment to work according to, the organization's policy
- High level oral and written English-language skills

DESIRABLE

- Post secondary education (degree or diploma) in a business related field
- Working knowledge of QuickBooks
- Computer graphics / web design

Personal Attributes

- An ability to work cooperatively and effectively in a team environment
- A high degree of integrity and strong ethics
- The ability to work under pressure and to prioritize work effectively
- Fanatical attention to detail; meticulous
- Self-motivated, energetic and reliable with a positive disposition

Standards of Performance

- Participates in on-going activities in building revenues and reputation of Keeran Systems. A strong commitment to the customer, vendor, and other members of the team. A professional dependable attitude that is oriented towards making and keeping customers and a cooperative and positive spirit in working with other team members.
- A high level of customer satisfaction which exceeds standard levels of performance.
- Communication skills utilized in interoffice relay of timelines to ensure that deadlines are met.
- Maintains a strong level of technical knowledge related to all areas of hardware which Keeran Systems deals in.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.