

# The Professional Tech

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## — 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

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## References :

- PC Technician Image  
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