Cellular Telephone Technician

Job ID
9906

CaseMogul Inc.

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LOCATION	DATE POSTED	EXPIRY DATE
4820 Kingsway Suite 248, Burnaby, BC| British Columbia	16-06-2026	13-12-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $37.00 to $38.50 per hour	2 years to less than 3 years	College/CEGEP

Job Details

We, CaseMogul Inc., are looking for a passionate candidate for the position of full-time Cellular Telephone Technician
At CaseMogul, we believe that getting your phone repaired and finding the right phone case should be easy, painless, and most of all affordable. We've invested in training our team to fix the most phones on the market and the most phone issues because we believe that your phone should just work, period. We are so confident in our repairs that we offer an industry-leading Lifetime Warranty on our services, so you never have to worry if CaseMogul will get the job done right. When it comes to cellphones and smart devices, CaseMogul is your one-stop shop for anything you need with unbelievable price and service.

Employer: CaseMogul Inc.
Position: Cellular Telephone Technician (NOC?72205)
Vacancy: 1
Terms of Employment: Permanent, Full-time (30-40 hours per week), Morning, Day, Afternoon, Weekend, Shift, Flexible hours, To be determined
Wage: $37.00 – 38.50 per hour
Expected Start Date: As soon as possible
Location: 4820 Kingsway Suite 248, Burnaby, BC V5H 4N2

Duties and Responsibilities include but not limited to:
• Diagnose hardware and software issues in mobile phones, tablets, and related electronic devices (screens, batteries, charging ports, logic/motherboard faults) in a timely manner.
• Provide clear and accurate diagnostics, quoting repair costs to customers before proceeding.
• Perform repairs such as screen replacements, battery replacements, charging port repairs, unlocking devices, and other technical fixes for phones, tablets, and laptops.
• Carry out preventative and corrective maintenance of cellular and mobile electronics to help maintain device functionality and customer uptime.
• Maintain detailed repair records and documentation of devices serviced, parts used, warranty applied, and customer interactions.
• Support store staff and management in managing workflow, parts inventory, and repair scheduling to meet service level expectations.

• Provide friendly, professional communication with customers to explain repair status, warranty terms, and recommended preventative care.
• Maintain a clean, safe workspace that meets technician safety guidelines, properly handles electronic components, and complies with health & safety regulations.
• Train and assist junior technicians to develop their skills and ensure high-quality repair work across the team.
• Create a safe and comfortable environment for customers by maintaining cleanliness and managing customer flow to optimize sales.

Position Requirements and Qualifications:
• College/CEGEP or or equivalent experience
• 2-3 years of experience in related field
• Strong knowledge of mobile operating systems (iOS/Android)
• Excellent customer service skills;
• Excellent problem-solving and diagnostic skills
• Ability to build and maintain a good relationship with customers/vendors;
• Client focus, Attention to detail, Effective interpersonal skills, Team player, Organized, Positive attitude, Excellent oral communication, Reliability

Work Conditions and Physical Capabilities
Fast-paced environment, Combination of sitting, standing, walking, Standing for extended periods
How to Apply
If you are interested in the position and would like to join and grow with us, we encourage you to send us a Cover Letter and Resume by email to casemogul_yeg@outlook.com

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