



JOB TITLE: Technology Refurbishment Staff Member (SDA)
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.5 -1.0 FTE, Hourly Wage Starting \$16.60, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Manager of Technology Refurbishment
LAST UPDATED: July 13th, 2018

JOB SUMMARY:

You will work in many dynamic, workshop-style volunteer areas which both produce refurbished technology and educate volunteers about technology. You will train in multiple areas in order to help provide shift coverage, ensure a steady flow of gizmos for Free Geek's programs, and coordinate volunteers. You will commit a high level of attention to detail, and adhere to strict data security protocol. You will participate in group meetings to help develop programs and procedures. This position is represented by a union, and application for union membership is mandatory upon hire.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Train, oversee, schedule, coordinate and motivate contractually bound interns.
- Remove and secure data bearing devices, wiping them to DoD standards for reuse or destroying them to ensure data will not be recovered.
- Troubleshoot and help maintain the technical infrastructure in production areas.
- Stocks production areas with needed hardware and components.
- Identify a variety of technology.
- Guide flow of incoming and outgoing devices and gizmos.
- Keep work areas clean and organized.
- Monitor compliance of workflow and inventory with quality control protocols.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic environment.
- Basic understanding of user data in relation to technology
- Aptitude for engaging, instructing and positively influencing the energy level of others.
- Ability to consistently follow policies and procedures.
- Proficient organizational skills and attention to detail.



- Ability to work as part of a team and coordinate with teammates to determine daily responsibilities and priorities.
- Fluency in spoken and written English.
- Good communication and interpersonal skills.
- Demonstrable self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to lift and carry at least 40 pounds on a regular basis.
- Self-assured in your ability to ask questions
- Dependably work without direct supervision on a regular basis.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Aptitude for and interest in working with technology.
- Thoughtful interest in learning and training opportunities.
- Ability to identify computer components and other hardware, specifically data bearing devices.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Experience in customer service.
- Significant understanding of user data, Department of Defense security standards, and data security certification.
- Knowledgeable in technical skills, such as might be gained from a committed understanding at a technical work position or as a serious hobbyist.
- Previous Free Geek volunteer or work experience.