

Hardware Evaluation Technician

Job Description

Department:	Technology Refurbishment	FLSA Status:	Non-Exempt
Reports To:	Assistant Manager of Technology	Physical Strength:	Moderate
Salary:	\$18.50/hour	Class:	Union

Summary

Responsibilities include evaluating and testing various hardware products, preparing reports, analyzing data, and troubleshooting issues with hardware. The technician will also be responsible for maintaining the testing environment, equipment, and tools used in the evaluation process. The job requires a strong understanding of hardware, experience in testing and troubleshooting hardware products, attention to detail, and the ability to work independently or as part of a team.

Essential Duties

1. Coordinates and communicates with team members, management, and other departments to guide flow of incoming and outgoing devices and stock production, programs, sales areas, and the downstream sales coordinator with needed hardware and components.
2. Evaluates, prepares, cleans, tests, troubleshoots, repairs and refurbishes a variety of technologies.
3. Secures data bearing devices, removing physical data bearing components and wiping them to industry standards for reuse or destroying them to ensure data will not be recovered.

Job Duties

- Manage the mobile device disposition process, including tracking, asset management, and shipping of devices to the appropriate downstream vendors.
- Work with internal teams to ensure all mobile devices are properly accounted for and securely managed throughout their lifecycle.
- Maintain and improve system for tracking device inventory, including documenting device condition, location, lock status, value, and target destination. Meet productivity targets as directed by your supervisor.
- Coordinate with the downstream sales coordinator to ensure timely and accurate communication regarding bulk hardware device inventory and flow.
- Manage the process of testing hardware devices to our standards, including coordinating with internal and external teams to ensure timely testing, delivery, and documentation.
- Develop and maintain relationships with vendors and suppliers to ensure timely and accurate delivery of mobile devices.
- Monitor and maintain inventory levels of hardware testing equipment, including ordering and reordering equipment as needed.
- Participate in cross-functional teams to develop and implement process improvements related to mobile device disposition, tracking, asset management and shipping, and hardware testing.
- Provide regular reports on the status of mobile device and hardware testing activities, including progress, issues, and resolution plans.
- Keep work areas clean and organized

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- Trains, schedules, and motivates volunteers and interns, as applicable.
- Secures data bearing devices, removing physical data bearing components and wiping them to industry standards for reuse or destroying them to ensure data will not be recovered.
- Ensures compliance with and understands data security standards including NIST requirements and NAID membership and/or certification standards.
- Performs asset tracking and disposition record keeping for donation manifests and Certificates of Data Destruction when requested by donor.
- Maintains punctual, regular and predictable attendance.
- Other duties as assigned

Supervisory Responsibilities

This position has no supervisory responsibilities.

Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of the employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education & Experience

1 to 2 years related experience and/or training or equivalent combination of education and experience preferred. Previous volunteer experience at Free Geek, another service organization, or demonstrated confidence and competence working with diverse populations is preferred.

Certificates, Licenses and/or Registrations

This position does not require any certificates, licenses and/or registrations.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, word processing, presentation creation/editing, communicating by e-mail and using scheduling software. Familiarity with computer hardware, basic understanding of mobile devices operating systems including stock Android and iOS. Willingness to learn and become adept using a variety of hardware testing software.

Reasoning Ability

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Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, spreadsheet or schedule form

Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is frequently required to stand, walk, talk or hear, taste or smell, use hands and fingers to type or dial, and could be exposed to fumes or airborne particles. The employee is regularly required to reach with hands and arms, talk or hear, and be exposed to risk of electrical shock. The employee is occasionally required to sit, stoop, kneel, crouch or crawl, and be exposed to work near moving mechanical parts, as well as work with possible battery combustion.

The employee must frequently lift and/or move up to 50 pounds and occasionally lift up to 100 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

This position does not require travel.

Employee Signature: _____ **Date:** _____

Employer Representative: _____ **Date:** _____