

Technology Refurbishment Technician

Job Description

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

Summary

This position is responsible for preparation, testing, repair, and production of computers and other electronic devices ensuring a steady flow of products for Free Geek's programs, helping provide shift coverage, and improving processes by performing the following duties.

Essential Duties

1. Evaluates, prepares, cleans, tests, troubleshoots, repairs and refurbishes a variety of technology
2. Coordinates and communicates with team members, management, and other departments to guide flow of incoming and outgoing devices and stock production, programs, and sales areas with needed hardware and components
3. Fulfills special project builds, grant orders, and cohort based special orders
4. Processes incoming technology and determines viability for reuse, organizes parts, and prepares unusable technology for recycling
5. Logs and reports production accurately and in a timely manner

Job Duties

- Interviews, onboards, trains, schedules, and motivates volunteers and interns, as applicable
- Complies with data security standards including NIST requirements and NAID membership standards
- Identifies and processes a wide variety of both data bearing and non-data bearing devices and determines viability of reuse for those items
- Assists in troubleshooting and maintaining the technical infrastructure in production areas, as applicable
- Coordinates and communicates with team members, management, and other departments to guide flow of incoming and outgoing devices and stock production, programs, and sales areas with needed hardware and components
- Evaluates, prepares, cleans, tests, troubleshoots, repairs and refurbishes a variety of technology
- Conducts advanced repairs on various electronic devices, when necessary
- Assists in research and development of new processes as technology evolves
- Participates in a development plan to expand knowledge, skills, and support or coverage beyond a single work area
- Documents daily productivity and meets or exceeds established metrics for production
- Participates in physical inventory management and quarterly inventory events
- Identifies, recommends, and leads process improvement projects, team/daily huddles, and advises on specification of machines produced
- Fulfills special project builds, grant orders, and cohort based special orders
- Supports other departments by addressing technical issues that arise with machines distributed or sold
- Keeps work areas clean and organized
- Acts as a point person for training and job shadowing for new employees
- Maintains punctual, regular and predictable attendance
- Works collaboratively in a team environment with a spirit of cooperation
- Respectfully takes direction from manager
- Other duties as assigned

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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 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

Two to three year(s) related experience and/or training or equivalent combination of education and experience preferred.

Certificates, Licenses and/or Registrations

This position does not require 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 calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Computer Skills

Most required work is almost exclusively on the computer; computers and associated hardware are the focus of the position. Has an advanced understanding and capabilities in using applicable programs and computer hardware. Must be a strong reference for other users for performing different functions with the computer. Ability to use Google Suite products, specifically Google Sheets on a daily basis. Must have a practical understanding of safety protocols and best practices related to repair of electronic devices as well as a basic understanding of risks associated with user data security.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in written or diagram form and deal with several abstract and concrete variables.

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 use hands and fingers to type or dial, and exposed to working near moving mechanical parts, and risk of electrical shock. The employee is regularly required to stand, walk, sit, be exposed to fumes or airborne particles. The employee is occasionally required to reach with hands and arms,

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climb or balance, stoop, kneel, crouch or crawl, taste or smell, and be exposed to toxic or caustic chemicals, and work with explosives (batteries) or potential fires from equipment malfunctions.

The employee must frequently lift and/or move up to 50 pounds and occasionally 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 to loud.

Travel:

This position does not require travel.

Employee Signature: _____ **Date:** _____

Employer Representative: _____ **Date:** _____