



## **Hardware Repair Technician**

**Working Hours:** 37.5 hours per week Monday – Friday

**Salary: Band A2-B2** £23,985-£26,384 pa

**Reports to:** Hardware Repair Manager

### **Purpose of Role:**

The purpose of the Tech Repair Technician's role is to ensure the smooth running of the Edinburgh Remakery's tech repair department and to offer customers high quality products and service.

### **Outcomes:**

- Refurbish and repair tech equipment to a high standard
- List tech equipment for sale online and in store
- Provide online and in-store customers with excellent service (targeted email response time of under 24 hours)
- Meet or exceed processing and sales targets
- Provide Tech repair services and advice to customers and beneficiaries
- Communicate Edinburgh Remakery mission and values, when appropriate

### **Tasks:**

Tech Refurbishment/Repair and Sales - 80%

- Refurbish and repair tech equipment to a high, sale-ready standard
- List stock online through our website
- Make sure stock levels are correct
- Process sales and update product listings
- Pack and ship orders

- Tech stock management

#### Tech Advice and Education - 15%

- Give advice to customers during opening hours and at internal or external events, as required.

#### Other - 5%

- Provide the Remakery team with IT support
- Support the rest of the tech repair team, providing cover and assistance as needed
- Any other duties as required

**Please note that these timings are approximate and not contractual.**

#### **Information Security Responsibilities**

The Tech Repair Technician post holder must adhere to our ISO 27001 standards for information security tasks and functions that they might have to carry out

- Update of incidents logs
- Media Disposal
- Setting up and removal of systems
- Customer information spreadsheets

#### **Person Specification:**

##### Essential

- Proven experience in IT equipment (including but not limited to laptops, workstations, tablets, smartphones, peripherals, monitors) repair and refurbishment, and an interest in building on current skills
- Ability to use initiative and work under pressure
- Ability to set and meet deadlines

- Strong communication skills with the ability to work well within a small team and interact in a friendly and professional manner with customers face-to-face, online and by phone.

Desirable

- Experience in networking equipment
- Experience in a retail environment

**For more information about the Edinburgh Remakery, please visit our website:**

<http://www.edinburghremakery.org.uk/>

If you would like to discuss the role in more detail, please email our Hardware Repair Manager, Miguel Gamez, at [miguel@edinburghremakery.org.uk](mailto:miguel@edinburghremakery.org.uk)

Please send your CV and cover letter by **Sunday 15<sup>th</sup> of September**

Interviews will take place, in person, between the 18<sup>th</sup> and 20<sup>th</sup> of September.