

Position Title: **Laptop Refurbishing IT Technician**  
Hours: Full-time; M-F and as needed  
Reports To: Information Technology Coordinator  
Rate of Pay: Starting \$18/hour DOE



Laptop Refurbishing Technician position with responsibility for diagnosing, troubleshooting, identifying parts needed, and repairing hardware issues on donated computers as part of an overall refurbishing effort. Position requires a combination of technical knowledge, interpersonal and communication skills, working knowledge of both hardware and software and how those components interact with each other, how to use various diagnostic tools and procedures for determining the exact problem with the computer, and an understanding of the internet and networks. IT Refurbishing Technician must possess good leadership skills, ability to work with people, able to prioritize workload, good organizational skills, positive work ethic and attitude, and ability to work under high stress.

Refurbishing responsibilities include:

- Asset removal on laptops.
- Perform hardware testing on computers and laptops, to include:
  - Manually examine and repair computer hardware and peripheral components.
  - Diagnose any hardware issue a computer may be having.
  - Test functionality and assess problems by operating computer systems or related.
  - Complete scripted testing procedure to isolate failure to sub-assembly and/or component level.
  - Identify the required components needed to resolve hardware issues.
  - Replace failed sub-assembly, part, or component in order to bring failed device to working order.
  - Identify any possible upgrades a computer may need.
  - Sanitize hard drives using DOD software.
- Image laptops.
- Activate laptops.
- Load and activate software

Volunteer Oversight responsibilities include:

- Daily supervision of computer refurbishing technicians (volunteers).
- Assign daily tasks to volunteers according to completed system need.
- Train volunteers in refurbishing procedures.
- Monitor volunteers' progress.

In addition to the above duties, the following procedures may be required:

- Assist with events – e-waste, giveaways, schools, etc. as required

Requirements:

- Experience in refurbishing laptops
- Ability to build and sustain professional relationships
- Initiative and ability to make sound judgment calls and decisions
- Excellent critical thinking and problem-solving skills
- Excellent communication, organization, and time-management skills
- Reliable transportation
- Willingness to work evenings and/or weekends as required