



## **Job Responsibilities**

### **1. Refurbishing Computers/ Laptops / Printers / Peripherals**

- Refurbish, troubleshoot and test— computer desktops / laptops, printers, and peripherals.
- Installation, testing and configuration of operating systems, application software and device drivers. Using only Windows & Office licenses designated for Regular Program.
- Prepare, configure and/or troubleshoot network printers.
- Diagnose and locate component and equipment faults.
- Replace or repair electronic equipment and components, following online resources.
- Data entry of all required information pertaining to refurbishment and regular program work orders.
- Complete regular program work orders in a timely manner.
- Important— all equipment used for regular program orders must be taken from supply designated as such.

### **2. Leadership**

- Rotating supervision of other computer repair technicians in leading regular orders.
- Positive client interactions— meeting at the point of entry / collecting their orders.
- Asking the client to sign ACFS paperwork.
- Mentoring high school students— supervision and assessment.

### **3. Inventory Management**

- Data entry and barcoding of all incoming / outgoing assets.
- Hard drive wipe / disk-view.
- Warehouse organization and light shipping/receiving.
- Triage of all donations entering the warehouse.
- Maintaining organization of all assets in the shop and warehouse.
- Garbage disposal once a week.
- Shop cleanup: sweeping, mopping, and vacuuming.



#### **4. Shipping and Receiving**

- Print completed work orders and cross-check with computer database to ensure accuracy.
- Prepare and print labels corresponding to the details of the work order.
- Assemble and fill boxes and other cartons with items that need to be shipped.
- Palletize larger work orders.
- Greet customers and ask them to sign off on the work order. Provide customer with a receipt.
- Help load orders into customer vehicles.
- Receive donations and help off load into the warehouse.
- Maintain a clean and safe work area and update supplies as needed.

Note: Student Practicum Students may not be involved with all job description duties