**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