POSITION DESCRIPTION

Tech Dump, a division of Jobs Foundation, is a growing 501(c)(3) social enterprise providing job training and practical experience for adults facing barriers to employment to prepare them to be more valuable employees with an expanding future. We accomplish this through recycling (Tech Dump) and refurbishing (Tech Discounts) electronics at two locations in the Twin Cities.

TITLE: Computer Technician
REPORTS TO: Test & Repair Manager
LOCATION: Tech Dump HQ, 860 Vandalia Street, Saint Paul, MN 55114

SUMMARY:
Providing quality and efficient repairs on laptops and/or desktops. Complete exceptional work to create a positive customer experience.

ESSENTIAL ACCOUNTABILITIES:
- Laptop / Desktop Testing and Refurbishing - Test all products through the proper testing procedure. Refurbish or replace parts that fail.
- Maintain an adequate workflow to meet daily goals
- Sorting laptops/desktops - Laptops/desktops coming in will be sorted on occasion per the direction of the department lead.
- Communication with department lead - Clearly and quickly communicate any needs with the department lead.
- Identify parts that can be kept for in-house refurbishing and resale. Organize the area for parts being stored.
- Organization - all parts, drives, and computers should be organized in their respective areas. Do not allow clutter to build up. Keep tools accessible that are needed for proper workflow.
- Inventory - Accurately input descriptions of laptops into the inventory sheet along with proper labeling.
- Processor and parts testing - Identify resalable parts, processors, memory, drives, optical drives, batteries, etc. Once identified, test parts and move to the proper resale channel.
- Clean area, dust if needed. Put all tools away at the end of the day.

QUALIFICATIONS AND EXPERIENCE:
- Drug-free, with pre-employment and monthly drug testing.
- Previous experience in troubleshooting/repairing computers.
- Able to learn and expand knowledge of repair items and capable of performing quality repair services.
- Support of and ability to reflect the values of Tech Dump: Teamwork, Respect, Responsibility, Commitment, and Hope.
- Excellent organizational and multitasking skills, with strong attention to detail.

- Ability to sit/stand/ and be mobile for extended periods of time.
- Ability to lift and move up to 40lbs, utilizing appropriate equipment and safety techniques.

Additional Position Information:
Pay Range: $15-$17/hour
Classification: Non-exempt, according to FLSA guidelines.
Physical Requirements: The warehouse environment includes regular standing, walking, and sitting at a desk, use of PC, occasional lifting of approximately 10#.
Work Schedule: This is a full-time position. Core business hours are Monday - Friday 8:00 a.m. to 4:30 p.m.

This job description may not cover or contain a comprehensive listing of activities or responsibilities that are required of the employee for this job. Activities and responsibilities may change at any time.

Tech Dump is an equal opportunity employer.

Updated on 04/16/2021