

About Solidaritech

Some context for the role of Assistant IT Technician

#TechnologyForEveryone

A photograph of three people, two men and one woman, gathered around a laptop in what appears to be a library or study area. They are all smiling and looking at the screen, suggesting a collaborative and positive work environment. The image is overlaid with a semi-transparent orange filter. The word "SOLIDARITECH" is written in a bold, white, sans-serif font, slanted upwards from left to right, in the bottom right corner of the image.

SOLIDARITECH

About Us

Solidaritech re-purpose unwanted laptops, desktops, tablets and smart-phones, passing them on to asylum seekers and refugees to help them resolve their immigration status, pursue studies and start their lives in their new country. Solidaritech professionally wipe the device's drives, installing new Operating Systems to make a new, quicker and more usable machine.

Solidaritech was formed in 2017, and since then we've provided over 5,000 devices to people referred to us either directly or via partner organisations in the migrant support sector. We have deep and strong links in our local community and further afield across the Yorkshire and Humber region.

We started off as a small community project, but have since grown in size to deliver European funded projects and have attracted funding from organisations such as The National Lottery, Power to Change, Postcode Lottery and Allen Lane Foundation.

We aren't all 'techies', we believe that access to technology is a crucial part of participating in UK life in the twenty-first century.

FORMED IN
2017

5000+
OUTGOING DONATIONS

SOLIDARITECH HAS HELPED PEOPLE WITH



EDUCATION

FURTHER, HIGHER & VOCATIONAL



FIND LOVED ONES

PIECING LIFE BACK TOGETHER



ACCESS SERVICES

FIND HELP & SUPPORT GROUPS



PROGRESS CASES

FIND LEGAL HELP & SUPPORT

HELPED PEOPLE FROM...



42

COUNTRIES

Our Process



DONATE YOUR OLD TECHNOLOGY



WE WIPE YOUR DATA



WE FIX ANY FAULTS



DONATE TO BENEFICIARIES

SOLIDARITECH

About The Role

The Assistant IT Technician at Solidaritech CIC will play a crucial role in processing donated technology (PCs, laptops, phones, tablets) to support refugees and asylum seekers. This role offers the opportunity to learn and grow while contributing to Solidaritech's mission. The technician will work closely with the lead technician, customer support coordinator, and CEO on various tasks, ensuring that donated devices are recycled, repaired, and distributed efficiently.

The ideal candidate will be confident in communication, able to interact effectively with clients, volunteers, and staff. They should possess strong organisational skills, as they will be responsible for logging and recording the processing of hardware, time, sickness, and expenditure. The assistant will also assist with general administrative duties such as answering calls, emails, and welcoming visitors.

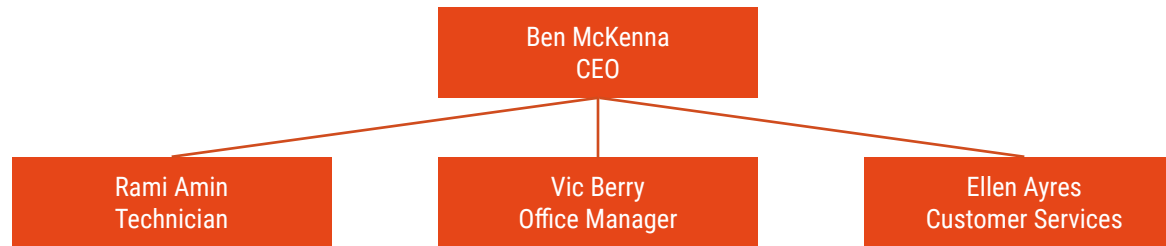
A key part of the role involves adhering to data protection and data destruction regulations when handling donated devices. The technician will also contribute to innovation by suggesting efficient ways to use hardware and software in the recycling process. Safety is critical, and the assistant will need to follow health and safety protocols while working with electrical equipment and chemicals.

The role requires a motivated individual with a strong desire to learn and develop their technical skills. They should be familiar with refurbished laptops, phones, tablets, and PCs, and be comfortable troubleshooting and responding to technical queries from clients. The technician will also work collaboratively within a small team, ensuring that all work aligns with Solidaritech's values of inclusion, equality, and anti-oppression.

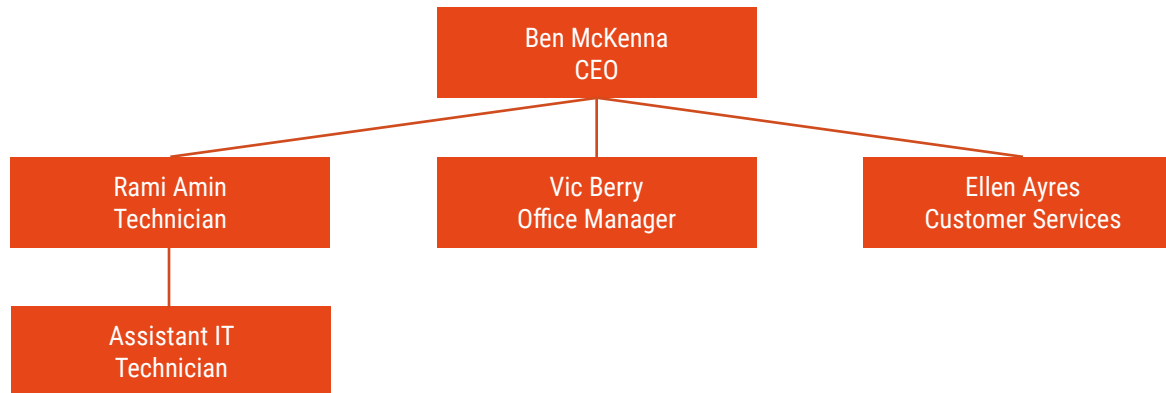
In summary, the ideal candidate will be confident, communicative, organised, and technically skilled in refurbished technology. They should be committed to Solidaritech's mission and be flexible in working hours, including evenings and weekends when required.

How This Role Fits In

Current Structure



Proposed Structure



How Solidaritech's SolidCRM Works

The development of SolidCRM has been the culmination of a lot of work by staff and volunteers, and since being launched last year it has seen an impact on both donations in and donations out. However, SolidCRM is not a completed piece of technology, it is instead an evolving piece of work which we are continuing to augment around staff, donors and volunteers to ensure it gives us what we want as a business.

SolidCRM allows us to capture referral data through forms on the front end of the website, this feeds into our referrals process, with the person being referred or the referring agency then being contacted to establish their needs before a matching machine is either dispatched or made available to be picked up.

However, this process is the bare minimum of what can be achieved and there are several points within it that we can expand on to do a better job. These could be, but aren't limited to, having a longer dialogue during the matching process with the client referred to us, returning to clients after they've received technology to see how the process was for them and integrating any process changes based on client feedback into the SolidCRM and client process.

We may also benefit from more regular contact with larger-scale corporate donors, to ensure that the supply of technology better meets the demand, which has historically always outstripped supply. SolidCRM can help diarise these calls, by logging interactions.

The screenshot displays the 'Hardware Logs' interface in SolidCRM. At the top, there are filters for 'All (2,801)', 'Mine (0)', 'Signed Off (2,801)', 'Ready for Recipient (1030)', 'Ready to Ship (55)', and 'Already Shipped (1706)'. Below the filters, there are buttons for 'Bulk actions', 'Apply', 'All dates', 'Show All Devices', 'Donation Status', 'Show All Brands', 'Show All Operating Systs', 'Show All Condition', and a 'Filter' button. A search bar for 'Search Hardware Logs' is also present. The main table has the following columns: Title, Devices, Projects, Brand, Operating System, Donation Status, Condition, Date, Number, Model No., Donor, Recipient, Date Shipped, Wield, and OS Installed. The table contains 16 rows of data, each representing a device record. The 'Date Shipped' column uses color coding: green for 'Shipped' and red for 'Not Shipped'. The 'OS Installed' column uses icons to indicate the status of the operating system installation.

Title	Devices	Projects	Brand	Operating System	Donation Status	Condition	Date	Number	Model No.	Donor	Recipient	Date Shipped	Wield	OS Installed
SOL2709	Mobile	SOL	OnePlus	Android	Cancelled	---	Signed Off 2023/05/07 at 13:01	SOL2709	OnePlus 7559G			07/05/2023		
SOL2708	Mobile	SOL	Apple	---	Needs Checking	---	Signed Off 2023/05/07 at 12:18	SOL2708	A1669					
SOL2707	Mobile	SOL	Motorola	Android	Donated	Donated	Signed Off 2023/05/07 at 12:08	SOL2707	0640			06/05/2023		
SOL2706	Mobile	SOL	SAGEM	---	Recycled	---	Signed Off 2023/05/07 at 11:54	SOL2706	My X-3			07/05/2023		
SOL2705	Mobile	SOL	Nokia	---	Recycled	---	Signed Off 2023/05/07 at 11:08	SOL2705	206.1			07/05/2023		
SOL2704	Mobile	SOL	Samsung	---	Recycled	---	Signed Off 2023/05/07 at 11:44	SOL2704	GT-E1080I			07/05/2023		
SOL2703	Mobile	SOL	Nokia	---	Recycled	---	Signed Off 2023/05/07 at 11:41	SOL2703	N1-N19			07/05/2023		
SOL2702	Other	SOL	Samsung	---	Ready	---	Signed Off 2023/05/07 at 10:16	SOL2702	T246319EX					
SOL2701	Other	SOL	Samsung	---	Ready	---	Signed Off 2023/05/07 at 10:15	SOL2701	M032044009					
SOL2700	Laptop	SOL	Samsung	---	Recycled	---	Signed Off 2023/05/07 at 10:09	SOL2700	NP-N220			07/05/2023		
SOL2699	Laptop	SOL	Apple	---	Needs Checking	---	Signed Off 2023/05/07 at 09:51	SOL2699	A1708 2MC 2164					
SOL2698	Laptop	SOL	Apple	---	Ready	---	Signed Off 2023/05/06 at 16:30	SOL2698	A1932 2MC 2836					
SOL2697	Laptop	SOL	Apple	---	Ready	---	Signed Off 2023/05/06 at 16:28	SOL2697	A1932 2MC 2836					
SOL2696	Laptop	SOL	Apple	---	Needs Checking	---	Signed Off 2023/05/06 at 16:28	SOL2696	A1932 2MC 2836					
SOL2695	Laptop	SOL	Apple	---	Needs	---	Signed Off	SOL2695	A1932 2MC 2836					

Further Reading

You can read more about Solidaritech on their website www.solidaritech.com.

If you're interested in who we are and what we do you can watch a [short documentary about us here](#).

We were also recently featured in a [news article](#) about community businesses.

Thank you!