

## Solidaritech CIC Job Description

**Role:** Assistant IT Technician

**Salary:** £14,285.70 per annum

**Hours:** 22.5 hours a week

**Location:** Solidaritech Office

**Responsible to:** Solidaritech CEO

This post is initially offered on a 2 years fixed-term contract; however, it is our intention to seek ongoing funding for this role.

This is a trainee role, with lots to be done in a limited time and will require a willingness to learn quickly, and work as part of a team to develop your skills. This role requires motivation, communication, and organisational skills.

### Purpose of the post

- To process donated technology is recycled, repaired and which is distributed to refugees and asylum seekers in need through our partner agencies.
- To commit to learn and developing your skills and expertise to contribute to Solidaritech's mission.
- To work closely with the lead technician, Customer Support Coordinator and CEO on project based tasks.
- To work with Solidaritech staff and volunteers as a team.

### Duties and responsibilities

1. Process donated technology (PCs, laptops, tablets, phones) to ensure devices are processed safely and promptly, and in the most accessible fashion.
2. Contribute to innovation - finding the most efficient ways of using hardware and software to support the recycling of technology.
3. Comply with Data Protection and Data Destruction Regulations for donated technology.
4. Commit to learning using training and communications materials from a technical perspective.
5. Follow recommended health and safety procedures for electrical safety, manual handling, use of tools and chemicals to manage your day-to-day work safely.
6. Follow logging and recording processes required by the organisation for processing hardware, recording time, holidays, sickness, and expenditure.
7. Making authorised purchases of components and consumables in accordance with agreed procedures.
8. Ensuring workspaces and equipment is well maintained, tidy and clean to use.
9. Assist in responding to technical queries from clients
10. Contribute as part of the office team, assist with general administrative duties including answering incoming calls, emails, welcoming visitors, supporting volunteers etc.

11. Participate in staff meetings and related events and generally contribute to the effectiveness of Solidaritech.
12. Work in accordance with the vision, mission, and values of Solidaritech and observe policies, procedures and working practices set out by the Board of Directors.
13. To champion the inclusion and contribution of asylum seekers and refugees to the work of Solidaritech, and to model our values of equality, inclusion and anti-oppressive practice in all aspects of your work.
14. Carry out any other responsibilities that reasonably fall within the scope of the role and assist with any reasonable duty at the request of the CEO or Board of Directors.
15. Working and communicating with a wide range of people
16. Work collaboratively across a small staff team
17. To be commitment to Solidaritech's Vision and Values
18. Be Willing to give and receive constructive feedback
19. be able to work flexibly including some occasional out of normal working hours evening/weekend work (planned)

### Personal Specification

Method of Testing (MoT): A = Application form; I = Interview; T = Test Requirements MoT

#### Qualifications

- English, Maths, Electronics to any level is desirable - A

#### Desirable Experience

- Demonstrate experience of ICT support - I
- Experience of maintaining ICT systems - A/I
- Experience of using different Operating Systems -A/I

#### Knowledge & Skills

- Communicate in written and spoken English - A/I
- Basic numerical ability - A/I
- Be able to use software apps such as Word, Excel, Email etc. - A/T

#### Essential

- Ability to carry out IT maintenance - I
- Ability to lift and carry computer equipment safely, in line with HSE Guidance Attributes -I
- Commitment to equality of opportunity and celebrating diversity - I
- Willingness to develop professionally and attend courses as required - I