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| Role Title  | Recycling Operative – Computer Repair and Refurbishment Technician |
| Function & Dept. | SCC Recyclea |
| Career Growth Level | Supporting (G)  |
| CGP Descriptor  | These roles have entry level knowledge of practical processes. These are process and administrative roles that carry out work under instruction and supervision |
| Team  | SCC Recyclea |
| Reports to | Operations Team Leader |
| Role Purpose  | The Computer Repair and Refurbishment Technician is responsible for diagnosing, troubleshooting, repairing, upgrading and cosmetically refurbishing computer hardware. They ensure systems are functioning optimally by replacing faulty components, installing updates, reload operating systems and enhancing the aesthetics of equipment to “as new” condition. |
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| Key Responsibilities  |
| 1. Diagnose and identify faults in laptops and desktop computers using software diagnostics tools.
2. Repair, replace or upgrade damaged or faulty components, such as LCD displays, memory, storage, cooling fans, keyboards, touchpads and batteries.
3. Update firmware / BIOS and reload operating systems software.
4. Thoroughly retest all equipment to ensure proper functioning and compliance with refurbishment standards.
5. Inspecting devices suitable for cosmetic refurbishment, assessing the physical condition of laptop and desktops to identify cosmetic marks and damage.
6. Repairing deformation and indentations marks in laptop and desktop casings.
7. Thoroughly cleaning devices in preparation for cosmetic refurbishment, removal of labels, stickers, adhesive residue from devices.
8. The careful and precise application of vinyl coverings, such as laptop lid and palm cover and keyboard stickies.
9. Quality control assessment, physically assess and grade refurbished IT equipment in preparation for resale.
10. Performing data entry activities on a bespoke SCC system recording essential criteria.
11. Working as part of a team to ensure all IT equipment is data safe before leaving the department.
12. To process all customer units within agreed OLA’s/SLA’s, with focus on attention to detail while ensuring customer requirements and expectations are met.
13. Achieve key performance indicators and targets, thereby ensuring the maximum productivity of the facility, whilst maintaining efficiency and quality.
14. To undertake any training programs in regard to all processes and procedures, thereby ensuring total compliance to all relevant company policies such as (but not limited to) Health and Safety, Safe Systems of Work and the Traffic Management Plan.
15. Ensure a high level of security awareness is maintained.
16. To undertake any other duties commensurate with the position (including specific project activity and covering for absence from the overall Recyclea team) to maintain overall departmental effectiveness.
17. To ensure all customer equipment is handled carefully to always avoid damage.
18. To project a pro-active and positive attitude when communicating with external/internal customers. To maintain a friendly, professional service always.
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| Person Specification  |
| 1. Demonstrable technical expertise in diagnosing and repairing laptop and desktop computers, alternatively an adaptable individual with an understanding of computer hardware who can be suitably trained and upskilled.
2. Demonstrable expertise in the cosmetic refurbishment of laptops and desktops, alternatively an adaptable individual with an understanding of computer hardware who can be suitably trained and upskilled.
3. Strong problem-solving skills and familiarity with different manufacturers of computer hardware.
4. High levels of dexterity essential, with a strong emphasis on meticulous attention to detail, accuracy and consistency.
5. Ability to work independently, manage their time effectively and as work as part of a team.
6. Ability to follow documented processes and procedures.
7. Ability to always adhere to health and safety practices.
8. Must be able to obtain the Government and/or Police Security levels required in order to meet the operational requirements of the role (no caveats) and as per the requirements stipulated in relevant customer contracts.
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| Key Competencies |  | Level  |
| 1. | Communication Skills | **1** |
| 2. | Planning and Organising | **1** |
| 3. | Quality Ownership | **1** |
| 4. | Data/Information Collection and Management | **1** |
| 5. | Process Management | **1** |
| 6. | Systems Installation and Removal | **1** |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  |  |
| 2. | Passion  |  |
| 3. | Customer First  |  |
| 4. | Agility  |  |
| 5. | Family  |  |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.1 | May 2025 | New Job Description |  |  |
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