



Example of Computer Repair Technician Job Description

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Our innovative and growing company is searching for experienced candidates for the position of computer repair technician. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for computer repair technician

- Breakdown of major equipment to smaller units via the use of hand tools or power tools as required
- Responsible for thoroughly testing all items in a consistent and repeatable manner that will result in a definitive assessment of "functional and working" or "non-functional"
- Ensure that all data containing devices are properly identified, sanitized and/or destroyed prior to leaving University property while documenting all such devices and the approved sanitization and/or destruction method
- Determines the salability and proper disposition method of all IT related items and unique electronics that are processed and tested through this area
- Sorts, inventories, packages, and prepares recyclable electronic waste for shipment and commodities for sale and shipment
- Provide exceptional customer service in person, over the phone, and in writing to a variety of external and internal customers
- Assist in the student hiring process and provides detailed hands-on training and oversight to student hourly employees (2 FTE equivalent) that assist in this area
- Instruct on the proper valuation methods when assessing saleable merchandise
- Responsible for the management and division of duties by these employees as well to include any follow-up training that needs to take place when there is a demonstrated need for retraining or there are new or updated policies

- Research and document product and equipment information with regards to pricing

Qualifications for computer repair technician

- Must be customer service oriented and provide service in a courteous, professional manner
- Employee must adhere to all safety regulations and company policies and procedures
- Minimum of one year experience as computer repair technician in a high-volume repair environment and 1 year experience in a supervisory or managerial role
- Apple Certified Macintosh Technician Certification a plus
- Experience in Apple operating systems a plus
- Computer repair certification(s)