Refurb IT Manager Job Description

Position Overview

We are looking for a motivated Refurb IT Manager to establish a role, which is crucial for our growth strategy, focusing on engaging with customers, building rapport and establishing robust business relationships. The successful candidate will play a key role in our mission to provide exceptional product and (e-)service solutions to businesses and domestic customers, helping them to efficiently meet their operational e-waste reprocessing needs. The Refurb IT Manager is expected to plan and oversee, in joint co-ordination with the e-Waste Manager, the separation of any recyclable items, ensuring that any waste electronic and electrical equipment (WEEE) for refurbishment is safely segregated. The Refurb IT Manager responsibilities include inspecting, testing, and repairing the segregated tech such as computers, laptops, printers, smart phones, etc, and to undertake 'off-site' and 'on-site' data sanitisation services. Many companies require their e- Refurb IT Manager candidates to have a bachelor's degree, and earning one is often a good first step in pursuing this career. Candidates with a degree are encouraged to apply for this position as it is desirable. However, iTech-Co does not have a strict major requirement for this, as extensive experience will be respected. The job is mainly worked from the process facility but may sometimes involve assisting collections throughout the South Wales area (may be extended to other areas in due course) to undertake 'on-site' data sanitisation services. You may need to wear protective clothing, and your working environment may be dirty and physically demanding, as the Refurb IT Manager often engages in physically demanding work such as handling WEEE. So, the job would be suitable for someone who is physically fit and has stamina, someone who is reliable, can communicate technically and clearly, has strong people skills and very knowledgeable in IT.

About Our Organisation

We are a small product and (e-)service supplies company, where we, iT-Co and iTech-Co, is the ultimate destination for professional e-Shop design and web hosting services, e-waste recycling services and the finest refurbished tech. We trade online throughout the UK via our website(s):

https://it-co.org and https://apps.it-co.org and https://itech-co.org.

We specialise in creating seamless and efficient online shops tailored to customers' needs by providing innovative solutions, user-friendly interfaces, and expert reliable support. iT-Co does all the work to elevate the customers online presence. We also specialise in creating seamless and efficient e-waste

solutions tailored to both B2B and B2C needs by providing the recycling of unwanted end-of-life electronic waste and shredding it for its raw materials to sell as scrap. Though, first the best electronic equipment is separated for refurbishment, then we re-sell it as the finest used tech. We offer sustainable e-waste recycling services on a one-time or recurring basis. We can offer tailor-made programs to fit customers' needs, large and small. The process is simple: customers schedule an e-waste pickup then an operator comes by to pick up the equipment, and we haul it away to a recycling facility where we sort, repair & reuse the equipment (if possible) or permanently dispose of the equipment by recycling it.

As a 'people first' business, we take the time to listen, understand what customers want from our products and (e-)services, and provide the support they need. Our focus is on meeting Customer needs and operating in a way that enables Staff to take pride in the business, making Customers happy to interact and buy from us. We strive to maintain constructive relationships with our customers and empower our Staff to personalise each e-Shop Design, each e-waste collection service and each tech refurbish, to work in harmony with Customers requirements and maximize quality workmanship by encouraging individual ownership and focusing on Customer Care. A continual improvement policy in the quality of work and services is practiced by management and is designed to meet the needs and expectations of our Staff. The commitment of the Company is total to establishing and maintaining a working environment, which is fair, professional, and deemed to meet or exceed the requirements of its Staff. It is a Policy of the Company that all employees shall have a full commitment to their employment with the Company and that they shall only produce work of the highest standard of quality. Hence, the Company acknowledges that training and commitment are essential requirements for the continued success of the Company.

Refurb IT Manager Job Responsibilities

Below is a comprehensive list of the 'key' job responsibilities so candidates have a clear picture of the day-to-day work and can determine if they have the right skills and wish to apply.

- Develop schedules, plans and policies, to deliver safe and sound staff procedures and customer service standards.

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- Accomplish staff objectives by training and coaching employees.

- Communicate job expectations to staff by planning, monitoring, and reviewing job contributions.

- Data sanitisation is the process of permanently deleting or destroying data from a storage device to make it irretrievable. This is done by overwriting all existing data with random patterns using software in line with the British Government HMG Infosec Level 5 Enhanced Standard for data destruction. Failing to destroy data securely raises the risk of unauthorised access, leading to identity theft and fraud. At iTech-Co, we understand the requirements and obligations concerning data security, which is why we only use one of the best in industry methods and tools to carry out our data sanitisation services. That's why iTech-Co offers an 'OFF-SITE' and 'ON-SITE' data sanitisation services, which guarantees 100% of our customers data is destroyed. iTech-Co's specialist software allows us to process any requirements of data sanitisation from a single hard drive up to 16 hard drives (and other storage media types) connected to one device in one wipe enabling us to automatically erase up to 16 disks at once in parallel. We can work in situ to carry out multiple simultaneous wipes to the same level of erasure. Our data sanitisation service is designed to mitigate risk to keep our customers business compliant and secure. It is the responsibility of the Refurb IT Manager, to offer a full audit trail of each storage media sanitised, which is supported with a certificate of data destruction with itemised reporting so our customers a have a digital record in pdf format of all items erased off/on site. In the UK, the HMG Infosec Level 5 Enhanced standard, set by the National Cyber Security Centre (NCSC), provides stringent guidelines for this process. By adhering to HMG Infosec Level 5 Enhanced, organisations can ensure the secure disposal of sensitive data, mitigate risks of data breaches, and avoid potential penalties. A crucial element of HMG Infosec Level 5 Enhanced is the need for physical security precautions to safeguard the storage media throughout the sanitisation procedure. This includes secure storage and the presence of authorised personnel throughout the process. Therefore, at iTech-Co, all data-bearing media is kept in a designated secure location within our process facility and the Refurb IT Manager must be a DBS-Enhanced Vetted Member of Staff.

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- Organise the packaging and labelling of segregated e-waste to be re-sold and keep a record of repairs and fixes for future reference.

- Quickly identifying the source of an IT issue, testing solutions, and evaluating data to choose the best course of action.

- Fixing and maintaining computers, laptops, servers, and other technology equipment such as smart phones, etc.

- Configuring most internal computer and IT hardware/software.

- Process certificates of destruction for data sanitisation, tech re-use and end-of-life WEEE and see to documentation to the environmental agency.

- Working closely with clients and colleagues, including other engineers, and management.

- Ensuring tools remain in good working condition by cleaning them after each job.

- Liaise with staff, partners, IT parts suppliers and customers.

- Ensure staff maintain a clean work area and keep it organised.

- Check the condition of equipment & machinery regularly.

- Ensure appropriate safety signage is in use.

- Respond to faults or hazards reported.

- Identify marketing opportunities by understanding consumer requirements, analysing market trends to identify new opportunities and competitive threats.

- Improve product marketability and profitability by identifying and capitalizing on market opportunities.

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- Promote the importance of e-waste management and educate the community about the negative effects of improper e-waste handling.

- Sustain rapport with key accounts by engaging with potential clients where necessary through a proactive outreach.

- Understand and assess the needs of each business, recommending products and (e-)services from our offering(s) that best meets their requirements.

- Collaborate closely with management to ensure a seamless client experience from initial contact through to ongoing service/product delivery.

- Ensure staff compliance with environmental regulations and obligations.

- Communicate with marketing teams and other business units to build relationships.

- Collect, analyse, and summarise data and trends.

Key Requirements

- The desired candidate will have some previous management, manual handling and customer service experience and be able to work remotely on his/her own initiative, be target-driven and able to manage staff.

- Excellent communication and interpersonal skills being able to listen, with the ability to build strong relationships.

- Technical knowledge of computer hardware, software, and operating systems.

- The ability to problem-solve and fix IT issues

- The ability to explain computer and IT concepts to others.

- The ability to analytically think, assess data and facts to solve technological problems.

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- Experience in refurbishing and repairing IT equipment.

- Outstanding negotiation and persuasion skills, with a keen eye for identifying and maximizing sales opportunities.

- Organisational skills and the ability to manage multiple tasks efficiently.

- A driven, results-oriented approach, with a commitment to achieving goals.

- Manage, maintain and train staff to carry out basic tasks on a computer or hand-held device.

- Confident and capable of making outbound calls with follow up (e-)mails.

- Good knowledge of English spoken and written.

Skills Favoured

The qualifications for this role are often based on practicality and skills, physical fitness, and an understanding of IT refurb processes. Certain subjects and skills can be beneficial, such as:

- English Language: Effective communication skills, including reading and understanding instructions and safety guidelines, are important in this role.

- Physical skills like movement, coordination and dexterity.

- Leadership skills.

- Knowledge of public safety and security.

- The ability to operate and control machinery and equipment.

- Product and (e-)service knowledge.

- Communication skills.

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- Organisation and time-management skills.

- Problem-solving skills.

- Knowledge of Windows, Apple, Android and Linux, etc platforms and how to diagnose and repair hardware and software faults.

- Experience with building PCs, Laptops, and etc, and replacing damaged hardware.

What's on Offer – Benefits

- A full-time role consisting of 40 hours per week:
  - 9am – 5pm Mon – Fri.
  - Flexi-hours some weeks are acceptable.

- Paid per hour – Rate to be discussed at interview.

- 28 days Holiday per year.

- Annual performance-based incentive bonus below:
  - 10% of Gross Salary (paid every July – less Tax & NI).

- Company Pension (after 4 months qualifying period).

- Opportunities for professional development and career advancement as the company grows.

- Company events.

An Enhanced-DBS Check is Required for this Role

iTech-Co will carry out the check through a Responsible Organisation on behalf of the applicant, provided he/she gives us consent to do so.

How to Apply

If you are passionate about driving success through innovative strategies and possess the required skills, we encourage you to apply for this exciting opportunity.