



Revised: 10/25/2022

Title: Lead Repair Technician
Reports to: Director of Reuse

Background

Homeboy Electronics Recycling is building a world in which our human and natural resources are valued, not wasted. Our mission is to provide our customers with the highest quality electronics reuse and recycling solutions while employing people who face systemic barriers to work. We are an R2-certified (Responsible Recycling), award-winning social enterprise that is part of the Homeboy Industries family.

Summary of Responsibilities:

Master Technician will sort, process and identify electronics and components from our inventory and collections that have potential reuse value. Utilize current and look for new efficient methods to evaluate an item's potential value as a whole or parts unit. Test, repair and verify functionality of electronics using R2 standards. Occasionally assist ITAD and Triage teams with projects both on and off site as needed. Teach and assist colleagues with testing and repair processes.

Main Responsibilities (Details Below)	Approx % of Time
Testing and Repairing	65%
Inventory Management	15%
Sales and Customer Interaction	10%
In House IT maintenance, Special Projects, Teaching and Learning	10%

Evaluation and Testing Electronics

- Assess functionality, economic repairability as well as resale value of electronic devices, such as computers, networking equipment, tablets/cell phones and audio/video equipment.
- Test and troubleshoot equipment to identify current or potential points of failure. Measure, observe, bend, flex, tap, burn in, cool or heat to uncover hidden or potential failures.
- Interface with manufacturers, sales reps, and engineers to obtain schematics, information or parts to facilitate equipment repair.
- Work collaboratively with other repair technicians, sharing personal expertise and techniques, helping each other follow procedure, adjusting workflow and priorities as needed, auditing each other's work, etc.
- Keep your workstation and surrounding area clean and organized.
- Monitor and Hit personal KPIs (i.e.: Number of items tested, managed, etc.)
- Limit Defect rate to 1-3%
- Any and all other projects, duties, and activities as assigned

Repairing Electronics



- Use software to test and evaluate functionality
- Troubleshoot board and component level issues
- Replace failed boards, components or power supplies
- Find and order parts as needed
- Able to read and understand schematics and wiring diagrams

Inventory Management

- Assist colleagues in identifying potentially high value electronics in the recycling stream and staging them for further evaluation.
- Help assess the value of recycling client inventories beforehand and report back the value of recovered equipment after processing.
- Keep parts, testing accessories and consumables supply stock at proper levels to assure timely repairs.
- Collaborate with resale and retail staff to ensure stock levels of electronics in our retail store as well as other off site locations are kept at optimum levels.
- Accurately complete appropriate paperwork on repaired/refurbished items.

Sales and Customer Interaction

- Maximize final sale value of equipment, balancing resale wholesale vs. online vs. retail
- Create or provide input for listings of specialty equipment on eBay, Craigslist, and other platforms.
- Support resale and retail store staff to price, discuss, and sell equipment you have tested/fixed.

Process Improvement, Special Projects, and Personal Learning

- Complete company QEHS (Quality, Environmental, Health & Safety) training and help continually improve those policies and procedures.
- Develop and adhere to streamlined ways of testing or fixing large batches of similar items.
- Research and help implement testing methods for speciality or uncommon electronics including medical equipment, film and television equipment, specialty machinery, etc.
- Expand personal knowledge of trends, techniques, tools, software, etc.
- Help develop additional creative reuse applications.
- Help maintain and build that the company uses in day-to-day operations.
- Train, teach, coach fellow team members as needed.

Basic Qualifications/Requirements:

- Minimum 4-7 Years of OTJ repair or refurbishment experience and/or 4+ years of university classroom experience
- Comfort working with people from all different backgrounds and life experiences
- Knowledge and experience with code, such as C++, python, java, etc
- Can fix common, uncommon, and rare problems independently
- 2+ years experience with IT/networking concepts
- Electronic component identification understanding
- Experience with oscilloscopes, signal generators, and multimeters
- Competent with Google (Docs, Sheets) and Microsoft (Word, Excel) suites of applications



- Strong quantitative and analytical aptitude
- Ability to work both independently, with initiative, and as an effective member of a team
- Ability to stand and sit for extended periods and to lift items weighing up to 50 lbs
- Ability to problem solve and multitask in a fast-paced startup environment
- Able to work in a warehouse environment that can be occasionally noisy and dusty
- Willingness to learn and grow

Additional Desired Qualifications/Experience:

- Apple Certified
- Microsoft Certified
- IT Certifications
- Cell phone/tablet screen, battery and port repair
- Experience in leadership, manager, or supervisory roles
- Electro-mechanical aptitude (e.g., AC/DC motor repair and rebuilding)
- Micro Soldering experience
- Electrical/Electronics Engineering or IT education and/or background
- Online or brick-and-mortar electronics sales experience
- Participation in Maker Fairs and/or related conferences
- Musicianship/Sound Engineering experience
- Being the person your friends and family asks for help with electronics

We subscribe to the iFixit Self-Repair Manifesto: <https://www.ifixit.com/Manifesto>

NOTE: Veterans and formerly incarcerated individuals are encouraged to apply.

Additional Position Information

- **Classification:** Non-Exempt (Hourly), according to FLSA guidelines.
- **Work Conditions and Physical Requirements:** Hybrid Warehouse/Office environment including regular standing and sitting at a desk, use of computer, occasional lifting of approximately 5-50 pounds. Some exposure to adjacent warehouse environments, with occasional loud noises from machinery, tools, and equipment.
- **Work Schedule:** Full-time. Core business hours are Monday - Friday 8:30 a.m. to 5:15 p.m.
- **Compensation:** DOE
- **Benefits:** Medical Insurance Coverage, Generous Paid Time Off, Paid Sick Days.
- **Other:** This position may include occasional travel within the greater Los Angeles area and elsewhere in California or other states. Occasional evening or weekend availability may be necessary.