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| **Digital Device Technician - Job specification** |
| **Job Purpose**  To work with the Rhondda Web project (which is helping individuals and groups to tackle digital exclusion and data poverty) by providing technical support and advice with laptops, PCs, tablets and other digital devices.  **General responsibilities**   * Work alongside the existing team of Project Manager and Project Workers in People & Work, supporting and promoting the ethos of the charity (working with people in Rhondda to help them thrive in employment, education and wellbeing) * To help manage People & Work’s stock of new and used digital devices which are in use in our Rhondda office and out in the community * To re-format, re-set and prepare donated devices safely to be used by community members * To install agreed programmes and apps on devices to make digital communication accessible and safe (e.g. Zoom, WhatsApp) * To assess and repair (where feasible and economic) broken devices * To work with partner organisations in the digital arena in Rhondda, providing advice and support concerning the use of digital devices to access services (e.g. education, employment, family, friends, health and wellbeing) via the internet * To support the work of a proposed repair café with Mens’ Shed Treorchy, RHA Wales and others in Rhondda (specifically around digital devices) * Work within People & Work’s policies and procedures at all times. * Observe service user and staff confidentiality at all times. * Attend mandatory training, one to one sessions and team meetings. * Maintain effective relationships with colleagues and work collaboratively. * Flexibility will be required as determined by the needs of the projects. * Undertake any other reasonable tasks as requested by the line manager.   **All staff/volunteers working for People & Work are expected to respond appropriately to any concerns that they may have regarding the abuse/inappropriate treatment of vulnerable adults or children.**  **This will usually mean alerting their line manager. The protection of vulnerable adults and children is a core responsibility at all times.** |

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| **Essential skills, experience and qualifications** | * High level IT skills, including ability to analyse and repair faults on laptops, PCs and other digital devices * Ability to deal with queries appropriately * ICT skills – ability to use Office programmes, such as Word, Outlook (email) and PowerPoint * Possess effective communication skills to deal with people at all levels * Able to use initiative and work to deadlines * Understand and maintain confidentiality at all times * Good time-keeping * Honest * Reliable * Approachable and friendly manner * Flexible and adaptable * Highly motivated, self-starter * An enhanced Disclosure and Barring Service check is required (paid for by the employer) |
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| Number of hours per week | 25 |
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| Working pattern and contracted hours (including any shift patterns) | Normally, Tuesday – Friday, 6.25 hours a day, starting at 10 am, subject to business need. |
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| Hourly rate of pay | National Minimum Wage |