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| D:\i2  Logo | Job Description – Maintenance Technician |

**Job Specifications:**

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| Divisions Activity | Care |
| **Director’s Title**  | Care Director |
| **Manager’s Title** | *Maintenance* Manager |
| **Direct Superior's Title** | *Maintenance Team Leader* |
| **Position’s Title** | *Maintenance Technician* |
| **Number of Subordinates:** | - |
| **Number of holders of the same title** | 21 |
| **Work Station/Premises Location** | *Maintenance Lab* |
| **Total Number of years of experience** | 1 |
| **Professional experience** | 1 |
| **Age (Average)** | From 24 to 32 |
| **Required Qualifications** | Technical Institute, Technical School |
| **Major Responsibilities:**Diagnoses and performs repairs on electronic devices, primarily smart phones, tablets.* Perform routine inspection, testing, and repair of smart phones and other mobile devices.
* Accurately document repairs and parts information on repair tracking documents / work orders and in point of sale computer tracking system.
* Read and translate repair documents and videos. Share experiences and learning's with other technicians throughout the company via online forums and electronic media.
* Perform high quality repairs and refurbishment of electronic devices: phones/tablets/laptops/GPSs/ etc.
* Monitor parts inventories and inform management of status.
* Dismantle old electronic devices for OEM parts.
* Interact with customers as needed, providing exceptional customer service.
* Keeps work area clean and sterile.
* Performs other duties as required by management, including cleaning of work areas and office environment.
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| **Skills:** |
| * **Language Skills:**
* **Arabic :** Mother Tongue
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| * **Computer Skills:**
* Good knowledge of Windows & Microsoft Office Applications
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| * **Other Skills:**
* Excellent organization Skills
* Excellent Team Work skills
* Excellent ability to work under pressure
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| * **Person’s Profile:**
* Honesty and Integrity -- the number one requirement for the job
* Enjoy working on electronic gadgets -- we will train you on the procedures and processes.
* Passion for working with electronic gadgets!! Positive personality!
* Reliable and timely -- strong work ethic
* Strong focus on quality repairs.
* The ability to read, write and communicate in English in order to read and comprehend assembly manuals and process documentation.
* Oral and written communication proficiency.
* Troubleshooting and assembly skills.
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| **Space for career advancement within Itsalat International – i2:*** *Maintenance Technician Team Leader*
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