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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. | |
| **Skills:** | |
| * **Language Skills:** * **Arabic :** Mother Tongue | |
| * **Computer Skills:** * Good knowledge of Windows & Microsoft Office Applications | |
| * **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* |