



JOB DESCRIPTION FORM – Mobile Support Project Mobile Technician

JOB TITLE: Mobile Support Project (MSP) Mobile Technician

JOB TYPE: Volunteer position (3-5 hours per week)

LOCATION: Work from home or from Bloom UWA (BYO device).

SUPERVISOR/MANAGER: Procurement Manager

DIRECT REPORTS: N/A

OVERVIEW:

Hello Initiative's (HI) Mobile Support Program handles over 400 mobile phones every year from various sources including private donations, local council recycling centres, corporate mobile fleets and large e-waste providers. Sorting through these devices and determining their suitability for the Mobile Support Program and repairing devices that are eligible for repair is an essential part of the Mobile Support Program. HI is looking for an individual with experience with mobile phones and mobile phone repair to join the team to streamline this process and drive efficiency in our change-making programs. .

MAIN DUTIES/RESPONSIBILITIES:

- Collect, sort and qualify mobile device donations from various donation sources.
- Develop and implement a repeatable process for devices to flow through from receipt to ready for deployment.
- Work with the Managing Director, MSP Lead and Procurement Manager to ensure a reliable supply of high quality devices is being provided for the Mobile Support Program.
- Repair unlocked damaged devices using part harvesting techniques from bricked intact devices.
- Manage stock movement to meet deployment needs

SKILLS AND EXPERIENCE:

Qualifications:

- No specific qualifications required
- Qualifications or ongoing study relevant to youth justice or youth work will be viewed positively
- Qualifications or ongoing study relevant to the role will be viewed positively
- A valid Working with Children Check will be required
- A background check from the WA Department of Justice may be required

Experience:

- No experience required
- Experience working in youth justice or other youth work will be viewed positively
- Experience in mobile technology

Necessary Skills:

- Excellent written and verbal communication skills

- High levels of adaptability to work in a fast moving start up
- High levels of cultural sensitivity
- Ability to work autonomously
- Attention to detail
- Excellent time management skills

Desirable Skills:

- Basic mobile phone technician experience
 - ie Diagnosing, repairing and preparing for deployment
- Proficient in G-Suite

Hello Initiative is an equal opportunity employer and encourages Aboriginal and Torres Strait Islander peoples, people with disabilities, people of all backgrounds including LGBTQIA+ individuals and people from diverse cultural and linguistic backgrounds to apply for positions within our organisation. For queries regarding equity and access or to discuss support in submitting an application related to equal opportunity, please email Christopher Dickson, Managing Director at chris@helloinitiative.org.au

For a discussion of this role or to learn more about Hello Initiative, please call Christopher Dickson, Managing Director on 0434 887 748 or email chris@helloinitiative.org.au