



Job description

Employer: Smartbox Assistive Technology Inc

Title: Repair Technician

Location: Lower Burrell PA

Reporting to: Director of Customer Experience

Contract: Permanent, Full-time

The Company

Smartbox creates technology that gives a voice to people who are unable to use speech to communicate. Our products include a combination of specialist hardware, software and content used by people with disabilities worldwide.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox, we believe everyone has the right to a voice. This is the principle the company was founded upon nearly 20 years ago, and it remains true today. Our users represent a diverse community of individuals, and we strive to support them by promoting an inclusive culture within our team.

Smartbox operates out of offices in Great Malvern and Bristol in the UK, and in Pittsburgh in the USA. The wider Smartbox Group includes subsidiary companies in Germany (Rehavista) and the US (Talk to Me Technologies). In total, we are a team of around 500 people.

The role

In this role, you will be a key member of our team and make a difference to people using alternative communication across the US and beyond.

The primary responsibility of this role is to coordinate, perform, and ship repairs following Smartbox repair procedures. Secondary duties will include production and other tasks as required by the needs of the business.

Key Responsibilities:

Repairs:

- Clean/decontaminate equipment as required
- Update repair log spreadsheet daily to maintain a clear status record of current repairs
- Provide consistent internal and external customer status updates throughout the repair process to management
- Communicate with users, partners and support providers about our software, hardware and our repairs process
- Assess equipment and procure necessary repair/replacement parts, ensuring timely delivery and efficient use of company resources
- Provide estimates/quotes for any “out of warranty” device repairs
- Perform system repairs and log details following departmental procedures
- Ensure all quality assurance processes are completed accurately on repair devices
- Ship completed repairs back to customer or partner network
- Reorder stock to maintain accurate repair parts inventory
- Regularly report on repair trends

Secondary Responsibilities Production:

- Pre-assemble devices to meet customer needs
- Configure equipment to meet each order specification
- QA each product prior to shipment to ensure accuracy
- BC notation to help maintain accurate records
- Ensure documentation and business system transactions are processed based on specific guidelines and timelines
- Ensure health and safety guidelines are followed
- Contribute to the continuous improvement activities within the business, making recommendations where appropriate
- Attend and support external training days or company events when required
- Travel as required to other Smartbox locations as needed

Essential skills/attributes

- Ability to follow detailed written and verbal instructions
- Excellent attention to detail, time management skills and strong prioritization abilities
- Positive and pro-active attitude with a “can do” approach
- Effective communication throughout all levels of the business
- Able to work independently and within teams effectively
- Able to keep calm under pressure
- Excellent written English skills

Useful skills

- Knowledge of assistive technology
- Experience and/or understanding of disabilities
- Technical knowledge of iPad or iOS platform are advantageous
- Clean driving licence

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Rewards and Benefits

- Smartbox offers comprehensive benefits including:
- 401k retirement
- HSA fund provided
- Comprehensive medical insurance
- Long-term sick
- 23 days holiday plus 10 public holidays
- Laptop and working IT kit provided
- Flexible working
- Training and development opportunities

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com or call 016842138075.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).