Job Title: Phone Repair Technicians

 Cyber Café Assistant

Location: Near Egerton University, Njoro

Employment Type: Contractual

Join Our Team at Studyroom Techlab Innovations!

At Studyroom Techlab Innovations, we are more than a repair shop – we're the trusted tech hub of the community. Located near Egerton University, Njoro, we specialize in breathing life back into gadgets, providing top-notch customer service, and managing cyber café operations. With a highly skilled team and a passion for technology and innovation, we are committed to creating a dynamic, collaborative, and customer-focused workplace.

If you're looking to join a supportive, forward-thinking team, we have exciting opportunities for you!

Why Choose Us?

- **Earn as You Grow:** Competitive pay, performance bonuses, and bi-weekly guaranteed base pay with early access options.
- **Professional Development:** Hands-on training in solving tech problems, customer service, and operations management.
- **Work-Life Balance:** Flexible, contractual terms with opportunities for renewal every four months based on your skills and experience.

Available Job Openings

1. Phone Repair Technicians (2 Positions)

As a Phone Repair Technician, you'll play a vital role in delivering world-class repair services to our customers. You'll tackle hardware and software challenges, ensuring devices are restored to optimal performance.

Key Responsibilities:

- Diagnostic Excellence: Conduct precise diagnostic tests to identify hardware and software issues on devices like laptops and phones.
- Repairs & Replacements: Perform screen repairs, battery replacements, motherboard fixes, phone flashing, and other critical repairs.
- Micro-Soldering Expertise:
  o Hand-solder SMT components with precision.
  o Remove components like Audio IC, Charging IC, and Touch IC without board damage.
  o Perform micro-soldering with a microscope, including data recovery on water-damaged boards.
  o Replace and remove SMT components without damage.
- Schematic Analysis: Read and interpret schematic diagrams to identify issues on cell phone motherboards.
- Software Troubleshooting: Resolve software issues, including system crashes, virus removal, and OS upgrades.
- Customer Engagement: Deliver professional advice on device care, maintenance, and best practices to prevent future issues.
- Quality Assurance: Ensure repairs are completed on time and meet the highest quality standards.
- Stay Ahead: Keep up with the latest repair techniques, trends, and tools in the electronics repair industry.

What We're Looking For:

- Proven hands-on experience in phone repair (minimum 2 years).
- Advanced knowledge of hardware and software troubleshooting.
- Proficiency in schematic analysis and micro-soldering.
- Strong communication and customer service skills.
- Diploma or certificate in Electronics, Computer Technologies, or a related field (degree is a plus).

2. Cyber Café Assistant

As a Cyber Café Assistant, you will oversee and manage the day-to-day operations of our cyber café. From ensuring systems are running smoothly to providing excellent customer experiences, your role will be integral in creating a productive and welcoming environment for our patrons.

Key Responsibilities:

- Assist customers with internet usage, printing, scanning, and other services.
- Monitor and enforce café rules, ensuring a safe and enjoyable environment.
- Manage payment systems and maintain accurate records of transactions.
- Keep systems updated with the latest software and security updates.
- Ensure the cleanliness and organization of the cyber café area.
- Provide basic IT support and guidance to customers as needed.

What We're Looking For:

- Previous experience in a cyber café or IT-related field is a plus.
- Basic knowledge of computer systems, networking, and software troubleshooting.
- Friendly and approachable with excellent customer service skills.
- Certificate or diploma in IT or a related field is an advantage.

What We Offer:

- Competitive Pay: Guaranteed base salary with performance-based bonuses.

- Growth Opportunities: Regular training and career advancement programs.

- Perks & Benefits:

- Employee discounts on services and products.

- Monthly phone stipend.

- Supportive and collaborative work environment.

- Flexibility: Contractual employment, renewable every four months based on your performance.

How to Apply

Are you ready to take your career to the next level with a dynamic and supportive team? Apply directly on our website at https://inno.studyroomfix.co.ke/job-apply.php

Deadline for Applications: December 31, 2024

Applications will be reviewed on a rolling basis. Only shortlisted candidates will be contacted.