



# BitFIXit

## Volunteer IT technician needed

*Fighting digital exclusion since 2004*

**BitFIXit** is a community pop-up IT workshop that aims to make computer repairs accessible to our neighbours, who otherwise cannot afford to pay for computer repair services. We provide a complete range of services including computer repairs, software optimisation, junk file removal and malware removal. Sometimes we are able to offer donated computers to people with little to no money, such as asylum seekers and others. The community clinics operate almost every Saturday afternoon at Abbeyfield Park House, near Pitsmoor in Sheffield.

### About the Volunteer Computer Repair Technician opportunity

As a computer repair technician, you will be part of a team repairing desktop PCs and laptops brought into our pop-up workshops by members of the local community. The main activities as part of the role are;

- Performing hardware and software diagnostics in order to determine the root cause of issues, and then determining how the issue will be resolved.
- Replacing slow or faulty computer hardware components with new parts.
- Using software utilities to optimise desktop PCs and laptops to speed them up.
- Refurbishing donated desktop PCs and laptops to prepare them for donation to neighbours who need a computer.

### What attitudes and skills are we looking for?

- We are looking for people who are interested in spending 1-4 hours per session helping local people in the community with computer hardware and software issues. You **don't** need to commit to coming every week, we encourage all volunteers to feel **completely flexible** about attendance.
- A **positive attitude** when working with all sorts of local people and other volunteers is **essential**, as well as a desire to work collaboratively as **part of a team**. You will **enjoy** volunteering with us if you want to learn more about a wide variety of computer hardware and software tasks whilst helping others.
- Some **knowledge and experience** in computer assembly, maintenance and repair is **desirable, but not at all essential**, as we are on hand to help you as you learn diagnosis and repair of hardware and software problems. We can train a complete beginner to be a useful volunteer technician in a single hour, although there is always more to learn no matter how experienced you are.

### Practical Considerations

We reimburse travel, lunch, child-care and other reasonable costs you incur for volunteering out of our donations. We particularly want to recruit more volunteers with disabilities, people of colour, women and others currently under-represented in the IT profession. We want to fix society at the same time as we fix computers! We hope you can join us one Saturday soon – or just come along for some advice.