

## Laptop and Desktop Technician

### Description

We are seeking an experienced Laptop and Desktop Technician to join our team. The ideal candidate will be proficient in diagnosing, repairing, and upgrading laptops and desktop computers. This role also involves building custom PCs and providing expert advice to customers. The technician will perform a variety of hardware repairs and replacements, ensuring the highest quality of service and customer satisfaction.

### Responsibilities

#### 1. Laptop Repairs and Upgrades

- Keyboard Replacement: Diagnose and replace malfunctioning or damaged keyboards.
- Screen Replacement: Handle cracked, faulty, or unresponsive screen replacements.
- Battery Replacement: Diagnose battery issues and replace faulty batteries.
- Hard Drive & SSD Replacement: Perform upgrades or replacements, including data migration and cloning.
- RAM Upgrades: Enhance system performance through memory upgrades.
- DC Jack / Charging Port Replacement: Repair or replace damaged charging ports to resolve power issues.
- Fan & Cooling System Repairs: Fix overheating issues by cleaning fans, replacing components, or reapplying thermal paste.
- Speaker, Camera, and Other Peripherals: Troubleshoot and repair issues with peripherals like speakers, webcams, and microphones.
- Hinge Replacement: Fix broken or loose hinges to restore proper laptop functionality.
- Motherboard Service: Diagnose and repair motherboard issues, including component-level repairs such as soldering, circuit fixes, and BIOS updates.

#### 2. Desktop Repairs and Custom PC Builds

- Diagnose and repair desktop hardware issues, including faulty motherboards, power supplies, and GPUs.
- Build custom PCs based on client specifications, focusing on gaming, productivity, or high-performance requirements.
- Upgrade components such as RAM, graphics cards, and storage drives for improved system performance.

#### 3. Software Troubleshooting and Optimization

- Resolve operating system errors, software conflicts, and performance issues across Windows, macOS, and Linux systems.
- Conduct virus and malware removal, software updates, and system clean-ups to enhance performance.

#### 4. Data Backup and Recovery

- Provide data backup services before starting repairs or upgrades, ensuring data safety.
- Recover lost or corrupted data from damaged hard drives and SSDs using

### Hiring organization

Jormis IT Solutions

### Employment Type

Full-time

### Beginning of employment

Immediate

### Industry

Laptop and Desktop Service

### Job Location

Vennala, 682028, Kochi, Kerala

### Working Hours

9

### Base Salary

₹ 12000 - ₹ 16000

### Date posted

November 17, 2024

specialized recovery tools.

#### **5. Network and Connectivity Troubleshooting**

- Address issues related to Wi-Fi, Ethernet, and network adapters for both laptops and desktops.
- Configure and troubleshoot network settings for seamless internet connectivity.

#### **6. Customer Service and Communication**

- Offer clear explanations to customers about diagnostics, repair options, costs, and expected timelines.
- Provide professional advice on hardware upgrades, maintenance, and system optimization.

#### **7. Preventive Maintenance**

- Conduct regular cleaning, dust removal, and checks of cooling systems to prevent overheating.
- Perform BIOS and firmware updates to ensure optimal device performance and stability.

#### **8. Documentation and Reporting**

- Maintain detailed records of all diagnostics, repairs, parts used, and customer feedback.
- Prepare reports and receipts for each job to ensure transparency and clear communication.

### **Qualifications**

- Any Graduate or Postgraduate Degree (Mandatory)
- Diploma/Certification in Computer Hardware, IT, Electronics, or a related field (Preferred)
- Experience: Minimum of 1-3 years of hands-on experience in laptop and desktop repair, hardware troubleshooting, or related IT support roles.

### **Contacts**

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