

RCT JOB POSTING: MAY 30, 2023 - INDEED

POSITION: GTA IT Production Team Lead (Computer Refurbishment Centre)

RCT is looking for a technically savvy individual that will lead youth interns and technicians in our GTA Production Centre. This role is key to helping RCT to renew and deliver technology & to provide digital skills to those in need throughout Ontario. Reporting to the Manager of Operations, the IT Production Team Lead is experienced in the production and refurbishment of computers and is passionate about mentoring, training, and equipping youth interns to receive valuable work experience.

RESPONSIBILITIES:

- Leads the GTA Production Team in the refurbishing of computer equipment per build and program, based on customer requirements.
- Provides training, mentorship, and expertise in the areas of production processes, along with IT hardware and software technical support.
- Leads the execution of processes for all aspects of the GTA Production Team i.e., computer assembly, Imaging, hard drive wiping/reporting, research of drivers, hardware refurbishment, tech support, warranties, repairs, development of technical solutions and quality testing etc.
- Ensures that Production KPIs (Schedule and Quality), are consistently being met, and escalating any constraints, downtime, or shortages, to the Operations Manager and key stakeholders to determine a path forward.
- Updates the Production Master Schedule and ensures that any required changes to the Production Schedules/Sales Order are immediately communicated to team members and key internal stakeholders.
- Timely completion of various reporting and administrative tasks for the Operations Department, on a daily, weekly, and monthly basis.
- Quality Control – key driver of the RCT Quality Management System (QMS) as it relates to Production and ensures that the inspection and testing of computer equipment and assemblies is being performed consistently and correctly.
- Assisting the Operation Department and the IT Support Lead, with the analysis and overall reduction of warranty returns.
- Monitors and tracks the performance of Production Technicians in addition to completing scheduled Performance Evaluations.
- Key driver of continuous improvement, efficiencies, and the elimination of wasteful processes within the GTA Production Department and other areas within Operations, as required.
- Acts as an internal expert resource in the exchange of technical information for production and provides technical insight and recommendations.
- Grows team expertise to meet demand and to support technology direction, always looking for ways to enhance value delivered.
- Helps to develop Department and Employee Plans and activities under the direction of the Operations Manager.
- Works collaboratively with stakeholders to drive RCT Production, Quality and organizational objectives.
- The health and safety, maintenance, and cleanliness of the GTA Production areas.

You'll love this job if:

- You have a passion to bring renewed technology to those in need.

- Want to engage youth to gain work experience and leadership skills to benefit their community.
- Want to bring your technical experience to create diverse renewed computer technology.

RCT is an equal opportunities employer and provides a diverse and inclusive work environment.

RCT is a non-profit organization that provides renewed computers to those in needs, hands on work experience to youth and sound recycling options for businesses and government.

KEY QUALIFICATIONS:

- Post-secondary education in IT, CompTIA A+ certification.
- Strong computer hardware/software knowledge.
- Minimum 5 years' experience refurbishing computers or production environment experience.
- Good knowledge of QMS and quality standards and implementation.
- Minimum 3 years' experience as a Team Lead in an IT production setting.
- Passionate about new technologies and technology industry trends.
- Readiness and motivation to lead a group or team of IT professionals responsible for production of Customer Orders.
- Proven success in problem solving and coming up with strategies and plans for operational improvement.
- Excels in a team environment.
- Strong attention to detail.
- Proficient verbal and written English communication skills.

Interested? Please express your interest by providing a cover letter and resume to Greg Comeau, Operations Manager at gcomeau@rcto.ca.

SALARY & BENEFITS:

The Salary Range for this position is between \$45,000 and \$50,000 per annum based on professional experience. RCT provide a comprehensive benefits package.