

Workshop Repair Engineer – IT Hardware

Location: Barnsley, South Yorkshire

Contract: Fixed term – initially 12 months

Salary: £24,000-£28,000 depending on experience

Hours: 40 hours/week

The role

Osborne Technologies Ltd is seeking a practical and self-motivated Workshop Repair Engineer to undertake return-to-base warranty repairs on a range of IT equipment.

Based at our workshop in Barnsley, South Yorkshire, you will diagnose hardware faults and repair laptops, Chromebooks, ultra-small-form-factor PCs and similar equipment returned by customers. Repairs will range from replacing common components, such as memory, SSDs, batteries and keyboards, through to more involved work including screen and mainboard replacements.

You will be responsible for progressing equipment through the repair process efficiently and accurately, from initial inspection and fault diagnosis through to repair, testing and preparation for return to the customer.

This is a hands-on role requiring a high level of practical ability, attention to detail and confidence working with delicate electronic equipment. Previous experience in IT hardware repair, workshop servicing or a similar technical role would be highly advantageous. However, applications may also be considered from candidates with strong practical electronics or mechanical skills and the ability to learn quickly.

Key responsibilities

- Inspecting and assessing IT equipment received for warranty repair.
- Diagnosing hardware faults and identifying the appropriate repair action.
- Repairing laptops, Chromebooks, PCs and other supported IT equipment.
- Replacing components including memory, SSDs, batteries, keyboards, display panels and mainboards.
- Completing product configuration, firmware updates or other technical procedures where required.
- Testing repaired equipment thoroughly to confirm that it is operating correctly.
- Recording faults, repairs, parts used and test results accurately within the service management system.
- Ensuring equipment is handled, stored and protected appropriately throughout the repair process.
- Preparing repaired equipment for safe return to the customer.
- Managing replacement parts and maintaining an organised workshop environment.

- Working with our technical, logistics and service coordination teams to complete repairs within the required timescales.
- Following manufacturer procedures, data security requirements and health and safety policies.

About you

The successful candidate will ideally have:

- Experience repairing laptops, Chromebooks, desktop PCs or similar IT equipment.
- Strong practical, diagnostic and fault-finding skills.
- Confidence replacing delicate and complex components, including screens and mainboards.
- The ability to follow technical instructions and manufacturer repair procedures accurately.
- A methodical approach and excellent attention to detail.
- Good organisational and time-management skills.
- The ability to work independently and as part of a wider technical team.
- Basic computer literacy and confidence using service management systems.
- An understanding of safe electronic equipment handling and electrostatic discharge precautions.

Experience in an IT repair centre, manufacturer warranty workshop, technical support environment or similar role would be particularly beneficial. Relevant technical qualifications are desirable but are not essential where suitable practical experience can be demonstrated.

The successful candidate will be required to undergo appropriate pre-employment screening.

What we provide

- Specialist tools and equipment required for the role.
- Manufacturer and product-specific training.
- Technical support from our experienced in-house team.
- A well-equipped workshop environment.
- Private healthcare
- Employee assistance and wellbeing programme
- Staff perks, points and discount scheme

Contract information

This position is being created to support a new service contract and any offer of employment will therefore be conditional upon Osborne Technologies Ltd successfully entering into that contract.

The position will initially be offered on a 12-month fixed-term basis. The underlying service contract may be renewed annually, potentially providing an opportunity for the role to be extended. Any extension of employment would be subject to renewal of the service contract, continuing operational requirements and confirmation by Osborne Technologies Ltd. Renewal beyond the initial fixed term cannot be guaranteed.

About Osborne Technologies

Osborne Technologies Ltd is a UK technology company providing innovative products, technical services and support to organisations throughout the UK. We pride ourselves on delivering a professional, responsive service and on the technical ability and customer-focused approach of our team.

To apply, please submit your CV together with a brief covering statement outlining your relevant technical or workshop repair experience.