



Job Vacancy Announcement

Employment Type: Full Time

Job Title: Printer and Electronics Technician

Job Grade: P-2

Duty Station: Monrovia, Liberia

Department: General Services

Organizational Background:

Established in 2013, the Liberia Revenue Authority is responsible for administering and enforcing the revenue laws for the purpose of assessing, collecting, auditing, and accounting for all national revenues and to facilitate legitimate international trade and customs border management-enforcement. In addition, the LRA shall facilitate legitimate trade, customs clearance through the borders and social protection through policies and procedures that promote efficiency simplify and enhance taxpayer compliance.

Position Overall Objective:

The Printer and Electronics Technician is responsible for the installation, maintenance, troubleshooting, and repair of printers, copiers, and a variety of other electronic devices. The technician ensures that all supported devices function optimally, minimizes downtime, and helps users maximize productivity through expert support and preventative care.

Main Responsibilities:

- Set up new printers and multifunction devices, including connecting to networks, configuring software, and customizing settings to meet organizational requirements.
Conduct routine maintenance such as cleaning, part replacements (e.g., rollers, ink/toner cartridges, drums), and firmware updates. Diagnose and remedy hardware and software issues in printers, copiers, and other electronics.
- Quickly identify the source of malfunctions or performance issues in a wide range of devices, including printers, scanners, fax machines, and other electronics. Implement corrective actions to restore functionality.
- Provide assistance to end-users by resolving technical issues, answering questions, and offering training on proper device usage to reduce future problems.
- Maintain records of repairs, maintenance schedules, and parts inventory. Document service activities, diagnostics, and resolutions in detail for reference and reporting.
- Advice on equipment upgrades, replacements, and compatibility. Stay informed about new technologies and recommend improvements to enhance efficiency and reduce costs.
- Follow safety procedures and manufacturer guidelines when handling devices, electronic components, and chemicals (toner, solvents, etc.). Ensure compliance with environmental and occupational health regulations.
- Work closely with IT departments, equipment suppliers, and service vendors to coordinate complex repairs, installations, or guarantee claims.

- Beyond printers, support other office electronics such as projectors, monitors, cash registers, or point-of-sale devices as needed.
- Provide prompt response to urgent technical failures and participate in on-call rotations if required.
- Test and ensure all functions operate correctly after repairs.
- Keep logs and reports on service history and parts usage.
- Install, configure, and calibrate new printers and electronics.
- Diagnose error messages, mechanical jams, and software conflicts.
- Repair and replace faulty circuit boards, power supplies, and mechanical assemblies
- Dispose of electronic waste and consumables according to safety and environmental standards.
- Assist in procurement, installation, and setup of related office equipment.

Evaluation Rubric:

No.	Criteria	Points
1	Education and Experience: <ul style="list-style-type: none"> • Diploma or degree in electronics, electrical engineering, information technology, or a related field. • Certifications in printer repair (e.g., CompTIA A+, manufacturer certifications) are advantageous. • Demonstrated experience with troubleshooting and repairing printers and electronic devices. • 2+ years in a similar technician or technical support role. • Experience servicing multiple brands and types of printers (HP, Canon, Epson, Brother, etc.). • Background in supporting additional office electronics (scanners, projectors, monitors, etc.). 	10
2	Skills and Knowledge: <ul style="list-style-type: none"> • Familiarity with operating systems (Windows, macOS, Linux) and network printing protocols. • Knowledge of basic network troubleshooting and configuration. • Technical Proficiency: In-depth knowledge of printer technology (laser, inkjet, thermal, etc.), circuitry, firmware, and general electronics troubleshooting techniques. • Analytical Thinking: Ability to analyze problems systematically, interpret diagnostic tools, and determine efficient solutions. • Manual Dexterity: Skilled with hand tools, precision instruments, and disassembly/reassembly of sensitive devices 	25
3	Ethical Conduct and Integrity: <ul style="list-style-type: none"> • Adherence to ethical standards and professional codes of conduct. • Integrity in handling financial transactions, data, and sensitive information • Commitment to maintaining confidentiality and protecting the organization's financial interests. 	25
4	Communication and Interpersonal Skills: <ul style="list-style-type: none"> • Excellent verbal, writing and communication skills for reporting, documentation, and user training. • Proactive, self-motivated, and committed to continuous improvement. • Effective communication and interpersonal abilities. • Excellent analytical and problems solving skills • Customer Service: Patient, courteous, and able to explain technical information to non-technical users in an accessible manner. • Attention to Detail: Thorough in diagnostics, maintenance records, and recognizing subtle signs of wear or malfunction. • Teamwork: Collaborate with colleagues, IT support, and external vendors to resolve complex problems. 	15
5	Interview Performance <ul style="list-style-type: none"> • Ability to articulate knowledge and experience effectively during interview 	10
6	Time Management and Organization <ul style="list-style-type: none"> • Ability to work under pressure and meet tight deadlines while maintaining creativity and quality. 	15

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	<ul style="list-style-type: none"> Ability to manage multiple task and meet deadlines in a fast-paced environment. Team Collaboration and Leadership Work planning, and organization skills Capable of managing multiple service calls, prioritizing urgent tasks, and meeting deadlines. 	
Total		100

Only shortlisted candidates will be contacted.

Deadline for application: July 27, 2025

Note: Qualified female candidates and persons with disability are highly encouraged to apply.

How to apply:

To apply for this position, kindly follow the link below:

Click here to Apply: <https://eservices.lra.gov.lr/apply/apply?vacCode=GSD-100>