



Job Title	IT Technician – Ultratest
Department.	Operations
Location	Stevenage
Reports to (direct)	Ultratest Technical Lead

MAIN PURPOSE OF JOB

To support the day-to-day technical operations of Ultratest, including system builds technical support, stock management, and logistics. The role is responsible for ensuring efficient execution of production workflows, assisting with customer support, and contributing to the ongoing development and improvement of Ultratest products.

KEY ACCOUNTABILITIES (but not limited to):

1. Production & Build Activities

- Build, assemble, and prepare Genesis and Nemesis systems for deployment
- Perform system configuration, diagnostics, and quality checks
- Assist with sled, JBOD, and hardware component preparation
- Ensure systems meet quality standards prior to dispatch

2. Technical Support (First-Line)

- Review and triage incoming support tickets
- Resolve first-line technical issues where appropriate
- Accurately capture diagnostics and escalate complex issues
- Support internal teams with technical queries

3. Stock & Logistics

- Manage booking in/out of components and systems
- Support stock level tracking and organisation
- Assist with shipping, returns, and logistics coordination
- Ensure accurate documentation of hardware movement

4. Operational Support

- Assist with preparation of equipment for on-site work
- Support general technical and operational tasks across the team
- Maintain organised workspace and equipment standards

5. R&D & Product Support

- Assist with hardware testing and device preparation
- Support structured testing for Genesis and Nemesis improvements
- Provide feedback on issues or potential improvements

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

Essential:

- Basic to intermediate understanding of IT hardware and components
- Ability to follow technical processes and procedures
- Strong attention to detail
- Good organisational skills
- Ability to troubleshoot basic technical issues
- Clean driving license

Desirable:

- Experience building or repairing computer systems
- Familiarity with storage systems, drives, or server hardware
- Exposure to ticketing/support systems
- Interest in hardware development or R&D

*** The above is not an exhaustive list but an outline of your duties. All Restore Technology employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

BEHAVIOURAL EXPECTATIONS

- Proactive and willing to learn
- Reliable and accountable in completing tasks
- Clear communicator and team player
- Methodical and detail-oriented
- Positive and adaptable approach to work

OTHER INFORMATION

May be required to attend on-site erasures, as required

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager

- Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

DECISION MAKING AUTHORITY AND CONTROL

As agreed with Site Director

Line Manager

Post Holder

Name:

Name:

Signature:.....

Signature:.....

Date:.....

Date:.....