



# TEST ENGINEER

## ABOUT THE ROLE

### JOB BRIEF

Working in a workshop environment as part of the engineering team. Required to test server, Networking & Storage products, demanufacture parts, diagnose returns & provide technical support to internal sales in partnership with the Technical support team. Ensuring SLA deadlines are met and quality standards are maintained to ensure customer contractual service levels. Adhering to all Agilitas Health & Safety processes and procedures.

### EXPECTATIONS

- Attention to detail and quality
- SLA's consistently achieved
- Control of impacting costs (DOA's,)
- Customer Satisfaction targets achieved



### RESPONSIBILITIES

#### SERVICE OPERATIONS (70%)

- Responsible for testing and quality of contract returns, sales orders & stock
- Responsible for the demanufacture of IT components
- Responsible for maintaining test rigs
- Provide late shift cover
- Taking ownership of internal technical enquiries through to resolution.
- Effective use Company IT tools; Morse, Contracts Database, SharePoint, test equipment
- Answering the telephone in a clear, polite and professional manner
- ISO Quality measurements are met and a "service excellence" ethos is promoted
- Adhere to "best practices" across the Engineering Team.

#### LEADERSHIP & TEAM (10%)

- Providing support to all team members and wider
- Assist in creating a winning team culture within the Enterprise services team
- Be an ambassador for Acal at all times, by setting an example to others
- Give constructive feedback to your colleagues and manager

#### CONTRACTUAL AWARENESS (10%)

- Clear understanding of contractual obligations for each customer
- Commercial triggers are recognised and adhered to

#### RELATIONSHIP MANAGEMENT (10%)

- Build strong relationships with Internal Service Providers

### REPORTING TO

Engineering Manager

### DAY-TO-DAY

Workshop: 37.5 hours a week Monday to Friday



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## ABOUT YOU

### FITTING INTO THE AGILITEAM

We call ourselves the Agiliteam, two guesses why... but that's who the team is, not what we care about. For us, everything at Agilitas comes down to our PRIDE Values:

- Passion
- Respect
- Innovate
- Deliver
- Embrace

We want to work with people who feel like they embody these qualities during the working day and in their personal lives too.

So if you're passionate, respectful, innovative, and ready to deliver and embrace the Agiliteam way, we think you'd fit right in!



**AGILITAS**  
PASSION TO INNOVATE

### ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE

- Keen interest in working with computer hardware
- Good knowledge of MS Office packages
- Excellent telephone manner and interpersonal skills
- Excellent oral and written communications skills
- Able to work as part of a team or on their own
- Good numerical, organisation and planning skills
- Ability to prioritise & organise own work, and to apply initiative to non-standard problems
- Ability to resolve problems from a range of defines solutions
- Self-motivated, positive and proactive attitude
- Ability to provide support & guidance to internal staff
- Accuracy and attention to detail

### DESIRABLE QUALIFICATIONS, SKILLS AND EXPERIENCE

- Experience and Detailed understanding of I.T. industry
- An understanding of Quality Management Systems – eg ISO 9000
- Educated to BTEC standard or equivalent
- CompTIA A+ or Server+ certified
- Previous experience of working with computer hardware



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## ABOUT US

### WHO ARE WE?

We are the European leading inventory solutions provider for the Technology Channel. An award-winning one at that!

We work with a range of partners from huge companies like IBM and Maintel, to up-and-coming businesses that are ready to grow.

We provide stock management, maintenance services and hardware sales to technology companies so they can focus on their end users (like retailers, restaurants and healthcare providers, etc.) It means they can ship globally and provide better services, whilst we do the heavy lifting with our warehouses, engineers and logistics teams.

We also are one of the only service providers that offer training and technical support to our business partners, so that means we're not only helping them, but helping them to help themselves.

### BENEFITS

#### FINANCIAL INTERESTS

- A competitive salary
- Employee Share Option Plan
- Entry into our NEST pension scheme
- Death in service (2 x salary)
- Part of the Living Wage movement

#### HEALTH & WELLBEING

- Cycle to Work Scheme
- Discount to local gym
- EAP Scheme including contribution to healthcare, 24/7 access to Virtual GP, and stress management support and counselling
- Supportive Wellbeing Ambassadors
- Menopause Workplace Pledge

#### RECOGNITION & CAREER SUPPORT

- VIP Reward Scheme
- Training and CPD encouraged

#### WORKING ENVIRONMENT

- Friendly and helpful colleagues
- 25 days annual leave
- Additional ½ day birthday holiday
- Equal Opportunities Employer

#### SUSTAINABILITY

- We will plant 50 trees on your first day
- Use of electric vehicle charging point
- Involvement with our sustainability initiatives, see our dedicated [pledge site](#).