bartec
Municipal
Technologies

Junior Hardware Support Technician

Bartec Municipal Technologies – Collective Hub

Salary:	**Department:** Collective Hub
Location: Bartec Municipal Technologies Limited Unit 9 Redbrook Business Park, Barnsley	**Working Hours:** 37.5 Hours per week (1 FTE)

What is our company vision?

At Bartec, we believe our public services shape the world in which we live and play a fundamental role in our overall quality of life. This is why we are dedicated to connecting citizens to the services they use and depend upon via the internet, mobile apps, voice assistants and social media.

We have decades of experience in service design, system integration and process improvement. Our products and expertise have helped Local Authorities deliver better services to their residents.

Innovation and continuous development underpin our business, so we ensure that our services are not only better today, but ready to embrace tomorrow's challenges and opportunities.

Purpose of the role:

The Junior Hardware Support Technician supports the setup, configuration, and dispatch of hardware units—primarily tablets—within the Collective Hub. It involves preparing devices according to build specifications, performing basic testing, managing stock, and assisting with customer queries and issue resolution. This position plays a key role in ensuring devices are ready for deployment and that customers receive timely, accurate support.

Key Responsibilities:

1. **Tablet Setup:** Prepare and configure tablets according to build sheet specifications, ensuring consistency and readiness for deployment.
2. **Software Configuration:** Install and configure tablet software to meet operational and customer requirements.
3. **Device Testing:** Perform basic functionality and quality checks on tablets before dispatch to ensure reliability.
4. **Packing and Despatch:** Package devices securely and coordinate dispatch processes to meet delivery timelines.
5. **Stock Control:** Monitor inventory levels, update stock records, and assist with hardware tracking and replenishment.
6. **Customer Support:** Respond to customer queries via email and phone, providing clear and courteous assistance.

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Key Responsibilities (Continued):

7. **Issue Resolution:** Support troubleshooting of unit issues both remotely and in-house, escalating where necessary.
8. **Documentation Updates:** Assist in maintaining setup guides and support documentation to ensure accuracy and ease of use.

Qualifications and Experience:

- GCSEs (or equivalent), including English and Maths at grade C or above.
- A-Level or Level 3 qualification in IT, Engineering, or a related technical field is beneficial but not essential.
- Some experience in a technical support, IT helpdesk, or hardware handling role is desirable.
- Familiarity with tablets, basic software configuration, and customer service is a plus.
- Competence in using Microsoft Office (Excel, Outlook, Teams) and other digital tools.

Person Specification:

You will demonstrate a blend of personal excellence and professional expertise. We value a dynamic, innovative, and ethical individual who can enrich our team and drive success. Alongside the essential characteristics listed below, you should also fulfil our expectations in communication, teamwork, and continuous professional development.

Core Characteristics:

- **Creativity** You should display a strong ability to think innovatively and propose fresh ideas for overcoming challenges. This involves not only creating solutions but also applying approaches to streamline processes, inspire colleagues, and drive projects.
- **Ethical** Maintaining a high level of integrity is crucial. You must display honesty, fairness, and respect, standing by ethical principles and company values.
- **Helpful** This quality is about being approachable and engaged in offering support. This may be guiding a colleague through a challenging task or ensuring that client needs are met promptly and effectively with a genuine willingness to assist others.
- **Customer Service Driven** With a focus on excellent service, you should understand the importance of customer satisfaction. This may involve directly engaging with clients, adeptly addressing any concerns, and aiming to exceed customer expectations.
- **Reliable** This is the foundation of trust, ensuring consistency, accountability, and the confidence that responsibilities will be met. You should consistently meet deadlines and reliably manage the responsibilities of your role.
- **Knowledgeable** You should come equipped with a solid knowledge base relevant to our industry, and your role, alongside a commitment to ongoing learning. This attribute supports informed decision-making and the sharing of knowledge with the team to create an environment of collective growth.

Core Characteristics (Continued):

- **Flexible** Adaptability is essential in today's work environment. You must be capable of shifting priorities and responding effectively to changes or challenges.
- **Supportive** You will actively contribute to a positive and collaborative workplace culture, actively listening to colleagues, offering help when needed, and fostering a positive environment where everyone feels valued.
- **Experienced** Prior experience in similar roles or within relevant industries plays a pivotal role in the success of our organisation. Experience equips you with practical insights and the capacity to handle complex tasks confidently while contributing to our team.
- **Professional** It is essential that you consistently represent our company with professionalism. This requires consistently following best practices, fostering respectful interactions, and presenting yourself in a manner that advocates for Bartec's reputation across all professional environments.
- **Trustworthy** Building trust is essential to long-term success. You should demonstrate reliability, confidentiality, and responsibility, ensuring that both internal and external stakeholders can depend on your judgment.

Additional Competencies and Qualifications:

- **Strong Communication Skills** Beyond the core characteristics, you should be an effective communicator—capable of conveying ideas clearly and persuasively in both written and verbal formats. Active listening and the ability to engage in discussion is a critical aspect of this skill.
- **Team Player** You must be enthusiastic about working in a team environment, contributing to shared objectives, and supporting cross-functional projects that drive collective success.
- **Problem Solver** You should demonstrate a knack for identifying potential issues early, evaluating options, and implementing practical solutions while taking a proactive approach to challenges.
- **Commitment to Continuous Professional Development** You should show enthusiasm for self-improvement and an openness to new ideas, ensuring that your skills and knowledge evolve alongside the company's growth. Maintaining up to date on industry trends and continuously improving through training and education.

Terms of Appointment

Pension

We operate an auto-enrolled workplace pension scheme following a successful probation, administered by The People's Pension.

Annual Leave

Our holiday year runs from 1 January to 31 December. Annual leave entitlement is 25 days plus 8 bank holidays (a pro-rata amount applies for part-time employees or those starting or ending mid-year).

Pre-employment checks

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us.

If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Probation Period

Your initial three months of employment are probationary (extendable at the company's discretion).

Qualifications

As a condition of employment, you are required to provide verified documentation of your highest qualifications. This information is necessary to confirm that you meet the role's requirements and will be retained in your employment record.

References

Employment is conditional upon the provision of satisfactory references from previous employers or other relevant sources.

Health and Safety

You will comply with all company health and safety policies and procedures while at work. This includes participating in mandatory training, following established safety protocols, and promptly reporting any hazards or incidents.

Equal opportunities

Our company is committed to equal opportunities for everyone. We ensure that decisions are based solely on merit, qualifications, and abilities, and we do not discriminate on the basis of race, gender, age, disability, religion, or any other protected characteristic. Our goal is to foster a diverse, inclusive work environment where all individuals have the chance to contribute and succeed.

Why join Bartec Municipal Technologies?

Hybrid Working – We promote a hybrid working model so you can work from where you need to. Spend less time commuting, work more productively, and have more time with friends and family.

Continuous Development – We are a focussed and supportive team who revel in each other's success. You'll get the training and coaching you require, engage in nationwide industry events, and work closely with colleagues in sales, customer service and product development.

Make a Difference – We contribute strongly to social value initiatives and support our local community. Our systems make a positive impact on the delivery of key public services, reducing costs to municipals and limiting damage to the environment.

Employee Wellbeing and Health – We provide support to ensure our colleagues better understand how mental health can impact your day-to-day life. We are available for support when you need it most and actively encourage our people to reach out to us as their wellbeing is of priority.

Rewards and Benefits (BRIAN)

We offer a dedicated rewards and benefits platform BRIAN (Bartec Rewards, Incentives and Notifications) that celebrates your hard work and contributions to the company. Providing a central hub for rewards such as exclusive discounts at thousands of retailers, performance credits from managers, and peer-to-peer recognition recognising your achievements.

Beyond recognition, BRIAN delivers financial benefits to secure your future. Our scheme includes discounted life insurance, a flexible cash plan, competitive pension contributions, and regular annual salary reviews, all supported by our status as a living wage employer. These initiatives affirm our commitment to your long-term career success and financial security.

Health and wellbeing forms a key part of the BRIAN benefits portfolio. We offer a comprehensive wellbeing package including counselling services for both employees and their families alongside additional protections, such as death in service benefits to ensure that you and your loved ones are well cared for.

BRIAN enhances your lifestyle with flexible benefits that promote a balanced and healthy life. You can enjoy transportation options like our cycle to work and vehicle schemes, designed to support sustainability and your personal needs.

About Bartec

We provide service management systems to ethical organisations.

We support them on their innovative journey to imagine a better future with a happier public.

Customer service is at the core of everything we do.

Our History

Bartec was established in 1992 and is now a multi-national company with operations around the world.

We are known as worldwide technology leaders in tyre-pressure monitoring systems and in the UK for innovative software for frontline municipal services such as waste and recycling, environment, street scene and highways.

Our Customers

We have supplied mobile, in-cab and back-office systems to UK municipalities since 2005.

More than 3500 frontline municipal crews in over 100 councils use our systems every day.

Our systems and technologies are used in large cities, small boroughs and large unitary authorities in England, Scotland, and Wales. Millions of households have their waste collected every week by crews using Collective.

Our People

Our people are the reason our customers work with us and stay with us.

We are a team of experts, innovators and service specialists who work together to deliver extraordinary systems. We are united by a common purpose – to be the most trusted and successful provider of systems to municipal services.

Thank you for considering a career with us. We appreciate the time you've spent reviewing our opportunity and learning about Bartec.

Your qualifications and unique experiences contribute to the innovative community we're building, and we are excited about the possibility of you joining our team.

We value every candidate's journey and are grateful for your interest.

Thank you.