

job description

Role: Technical Warehouse Service Technician

Department: Technical Services

Location: Hartlebury

Salary: Negotiable

Your reason for being here...

To take charge of our technical assets and rental system, making sure the incredible experiences we deliver are never held up in the technical warehouse.

Implement, document, and maintain testing of the technical assets. To work closely with the Technical Warehouse Manager and assist in changes, updates, and stock control of our rental system.

The way you roll...

You're super self-motivated and find it easy to work under your own steam. That doesn't mean you're inflexible though, you adapt to any situation in front of you and know how to problem solve when the unexpected happens. Your eye for detail is unmatched.

You don't mind the odd early start or late finish and talking to people is one of your favourite things. Priding yourself on next-level customer service, you're always approachable and make sure to get the very best result for people who come to you needing help.

How you make it all possible...

- Implementing and documenting our electronic testing routine
- Ensuring our rental system information is up to date and error-free (plus adding new items!)
- Helping to maintain all our technical kit and cabling
- Keeping all kit tidy and labelled correctly so we can find anything at a moment's notice
- Loading and unloading equipment for projects, transport and our own stores
- Collecting and returning kit from suppliers when needed, and booking repairs whenever something goes wrong

What's in your toolbox...

- Proven ability to deliver a high level of customer service to both internal and external customers
- Resourcefulness and ability to problem solve and troubleshoot
- Good IT skills and networking knowledge, plus working knowledge of audio/video/lighting systems
- Familiarity with Health and Safety, and eagerness to put it into action
- Excellent eye for detail
- Experience of inventory management software, and some industry experience too
- Current full UK driving licence (a fork lift licence is a bonus!)

Get to know us...

We're one of the most unexpectedly all-round capable communications agencies that's been on the go for years – ever since our head honcho set up shop in a shed back in 1980, in fact.

Since then, we've made it our mission to make anything possible for our many and varied clients, putting our creative flair into delivering strategic communication campaigns, digital solutions, film and videos, events, exhibitions, and a whole lot more in between. We've grown a lot, but we've kept everything that made us great, back from the very day we first started out. Our global HQ and largest studios are smack bang in the middle of the UK and well worth a visit to see for yourself!

Hang on, there's more...

The role will be based primarily in Hartlebury, but there will be times when you'll need to work from our other places and undertake other related commercial duties both in the UK and overseas. Flexibility is key!

We're a friendly team. We really, really welcome anyone who wants to become part of a brilliant company. If you're passionate with a cracking drive to deliver on our 'anything's possible' mindset, we'd love to hear from you!

DRPG is an equal opportunities employer

Data Security (not super exciting, but necessary)

At all times you must work within the guidelines set out in the DRPG Information Security Policy and your Employee Confidentiality Agreement. Failure to do so may be treated as gross misconduct.

You must also work within the guidelines set out in DRPG's Health & Safety Policy and Team Handbook.