



Discover
something *new!*

Job Description

Title: IT & Automation Technician
Type: Permanent, Full Time
Start date: ASAP
Hours: 40 hours per week, flexible hours
Salary: Competitive, dependent on experience
Location: This role is 100% based at our new HQ in Aylesford, Kent

Who is Must Have Ideas?

Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'discover something new' every year. One in ten homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in the UK, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

The Team

You'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

We're fully office-based

We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new base in Aylesford, Kent. Being together facilitates superior collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

This Role

We are currently embarking on a journey to become the most efficient ecommerce fulfilment centre in the UK.

Implementing that ambition involves a whole host of shiny new automation equipment. From conveyors to SLAM machines and from pick-to-light to right-size packaging machines – our new warehouse will be a hive of efficient automation!

You'll play a crucial role in keeping all of that technology running smoothly, through a mix of proactive and reactive maintenance programmes.

Added to that, when not maintaining the automation equipment, you'll play an important part in providing first line IT support to our 200+ users and working on IT infrastructure projects.

This is a really interesting role which is split two-fold:

Firstly, you'll be solely responsible for maintaining, troubleshooting and repairing a whole range of advanced automated picking and packing equipment throughout our new state-of-the-art fulfilment centre.

Second, you'll be a crucial part of our small, hands-on IT team, keeping our team connected, secure and productive.

The core hours for the role will be 2pm - 10pm, 5 days a week, which may sometimes include weekends (unpaid daily break up to 1 hour in addition).

You may also occasionally have to work other hours, outside of our fulfilment centre hours of operation in order to service, maintain, fix or install equipment without impacting on our operations and service levels.

Your responsibilities will include:

- Sole responsibility for the fulfilment centre automation equipment and machinery
- Carrying out proactive maintenance on all machinery and equipment to maximise up time and prevent breakdowns
- Keeping the machinery and equipment in good overall condition, including regular cleaning
- Fault diagnosis and reactive repairs in our live fulfilment centre getting production lines back up and running quickly when they break down
- Provide front-line support for users, both hardware and software, cheerfully and quickly diagnosing and troubleshooting issues with a range of tech, including PCs, laptops, tablets, mobile devices and a variety of printers
- Assisting our IT Manager with IT infrastructure project work
- Ensuring we always have sufficient spare parts, tools & supplies on hand in order to fix the machinery and equipment quickly when breakdowns happen to minimise down time
- Maintain a strong relationship with the manufacturers of the equipment, staying up to date with the latest innovations and best practices
- You will operate within all relevant Health & Safety guidelines at all times

You'll excel in this role if you have the following skills & experience:

- You must have a mechanical/technical background, ideally in a fulfilment centre environment (although that's not a requirement)
- You'll be a 'tinkerer' and be very 'handy'. You'll know one end of a screwdriver from another, with a love of learning how things work
- You'll be obsessed with improving systems & processes – always looking for small improvements that compound to make big differences
- Ideally, you'll have experience with the MS365 and Ubiquiti environments, with a good understanding of their administration
- You'll be highly IT literate with a love of technology, have a can-do attitude and be the kind of person that just 'gets stuff done'!

What's it like to work here?

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes

way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Private healthcare
- Free breakfast every morning
- Paid sick leave
- Flexible hours
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Buy or sell holiday
- Generous paid maternity & paternity leave
- Your birthday off work every year
- Free electric vehicle charging
- Free car washing every month
- Regular team & charity fundraising events
- Free products from our range
- Generous staff discount on our range of products
- Free personal use of company vans
- Company pension
- Salary sacrifice schemes (cycle to work, electric car leasing)
- Season ticket loans
- Casual dress code
- Free and unlimited fruit, sweets, cold & hot drinks

What happens next?

If we think you could be a good fit, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation. We may ask you to complete a small task to show us your skills and there may be a second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high-growth journey, with all the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.