

JOB DESCRIPTION

Role:	Support & Calibration Technician
Department:	SMARTester
Reporting to:	Customer Operations Manager
Works with:	Service Desk & Production
Responsible for:	N/A
Job Type:	Permanent, Full time, Monday to Friday 08:30 – 17:00, 37.5 hour per week
Salary:	DOE
Location:	Bradford on Avon - Avonworks

Steve Vick International (SVI) develops cost-saving solutions for damaged, redundant or outdated pipework. Since our foundation in 1981, we have developed products and techniques for the repair, renovation and decommissioning of pipes. Our work has mainly been in the gas industry and we are increasingly undertaking projects in the water and nuclear sectors. As we expand our operations and diversify our products, we are growing the team behind them.

We are seeking a Support and Calibration Technician to join our SMARTester team. This role suits a practical, curious person who enjoys finding out why something is not working and putting it right. You will split your time between hands-on production work and technical investigation, working closely with our support and production colleagues to resolve issues quickly and improve the reliability of our products.



You will take a professional, conscientious approach to your work and be willing to adapt as the needs of the team change. Above all, you will share our values: working as a team to deliver innovative, reliable and safe products and services, listening, solving problems and always looking for ways to improve.

Role Purpose

This role exists to provide a critical technical bridge between device production, technical support, and operational troubleshooting. It ensures that devices are built, configured, supported and maintained to a consistently high standard while enabling effective diagnosis and resolution of complex technical issues.

By combining hands-on production responsibilities with structured fault investigation and second-line support, the role helps minimise downtime, improve issue resolution times and enhance overall product reliability.

Success Factors

- Collaborates to achieve broader departmental goals
- Proactively identifies and addresses issues as they arise
- Strong solution-focused mindset
- Skilled at troubleshooting and fault-finding
- Updates guides and documentation to reflect current best practices
- Calibrates, services, and repairs devices to a high standard
- Consistently adheres to service desk and production ticketing systems, ensuring tickets are raised and maintained to a high standard
- Can multi-task and adapt their approach in line with the needs of the department

Competencies, Skills and Knowledge

- Good understanding of calibration techniques
- Proficiency in using lab equipment and handling electronic components in a clean environment with ESD protection
- Analytical, with good judgement, business sense, and problem-solving skills
- Able to work independently and as part of a team
- Comfortable working to deadlines and maintaining high standards
- Strong organisational skills and attention to detail
- Ability to maintain a professional attitude while working with a team
- Naturally inquisitive when investigating unusual or unexpected behaviour
- Possess a natural curiosity to understand how software features and hardware components function



Key Duties/Responsibilities

Troubleshooting & Fault Diagnosis

- Perform structured troubleshooting of Device, software, and connectivity issues using documented diagnostic procedures
- Reproduce reported issues in test and production environments to support users
- Assist in recognising fault patterns and recurring issues across devices and customer reports
- Capture clear, detailed diagnostic notes, logs, and findings to support escalation and resolution
- Work closely production and 1st line support teams to validate fixes and improvements.
- Carry out other support related tasks to support the SMARTester team

Technical Operations & Production

- Assemble and configure Device units in line with documented procedures
- Perform Device calibrations accurately and record results
- Conduct quality inspections of Devices and Device components
- Repair, clean, and prepare returned Device instruments
- Maintain accurate and up-to-date Device documentation and internal records
- Adhere to all production policies, safety standards, and training guidelines

Technical Support (2nd Line)

- Assist support staff with technical investigations into more complex customer issues
- Support troubleshooting activities related to Device setup, configuration, and usage
- Help document findings and resolutions within the ticketing system
- Escalate issues appropriately and in line with internal processes
- Cover 1st Line support where needed

Customer & Internal Communication

- Communicate clearly and professionally with internal teams and, when required, customers
- Provide technical input to support improvements in user guidance and documentation

Documentation & Continuous Improvement

- Maintain accurate records of production activities and technical support tasks
- Contribute to internal documentation, guides, and reports
- Support the team in identifying opportunities to improve workflows, diagnostics, and customer experience



SVI Benefits

We are committed to supporting our employees both personally and professionally. Our benefits package includes:

- Competitive salary
- 25 days annual leave plus bank holidays, with an incremental increase based on length of service
- Workplace pension scheme with matched contributions up to 7.5%
- Enhanced maternity, paternity and adoption leave
- Income protection insurance
- Life assurance
- Salary sacrifice electric car scheme
- Medical cash plan to help with everyday healthcare costs
- Subsidised gym membership
- Employee Assistance Programme (EAP), confidential support for personal and professional issues
- Charitable Giving Scheme
- Recruitment referral bonus scheme
- Cycle to Work Scheme
- Home and Tech Scheme
- Opportunities for personal and professional growth
- Exciting team and company-wide socials

How to apply

Please send your CV to:

careers@stevevick.com

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