

TECHNICAL LAB ASSISTANT

2021

Reports to: Technical Manager • **Location:** Rapid HQ, Colchester



Purpose of the Role

To support the Product Testing & Laboratory Technician and Technical Advisor based on department, role objectives and workloads. The Technical Lab Assistant will provide cover for holidays and busy periods.

The Technical Lab Assistant will use the experience of working within both roles to drive improvements in process and communications.

The Technical Lab Assistant will create, implement and improve product testing methodologies.

Supporting Structure

The Technical Lab Assistant works closely with the Product Testing & Laboratory Technician and will report to them on matters concerning the laboratory. The Technical Lab Assistant will ultimately report to the Technical Manager.

Key Accountability

- To support the Product Testing & Laboratory Technician role
- To work with the Product Testing & Laboratory Technician to create and carry out standardised testing
- To deliver product testing in line with the testing programme
- To support the development of Rapid's product conformity services
- To support and provide cover for the Technical Advisor role
- To provide technical advice and support to the sales team and customers
- To support the Technical Advisor with email and case loads
- To provide a link between the Technical Advisor and Product Testing & Laboratory Technician to reduce cases caused by quality issues

Role Specific Attributes

- A high degree of product knowledge and electronics experience.
- Strong problem solving and analytical skills.
- A commitment to keep up with new technological developments.
- Strong verbal and numerical reasoning skills
- Ability to work under pressure, multi task and prioritise tasks with strict deadlines
- Understand the needs of the business along with the flexibility to change according to requirements
- A high standard of document management and technical writing.

Rapid

Rapid part of the **CONRAD** Group

Responsibilities

Laboratory Work:

- Working to Rapid's laboratory standards and testing procedures in line with chosen certifications
- Setting up and delivering product testing as per defined procedures
- Devising new and improving existing test procedures with the Product Testing and Laboratory Technician
- Working with third party test service providers to deliver testing in line with our testing programme
- Cleanliness of work areas, adherence to QHSE policies and testing certifications

To provide technical advice and assistance in support of sales:

- Cross referencing of product codes to identify suitable Rapid products or alternatives
- Identification of suitable product for customer to match applications or descriptions provided
- To identify alternative products to discontinued lines
- Supporting the sales team to secure business
- To provide technical support to customers by resolving issues
- To provide support to the procurement department by dealing with defective items returned – confirming faults and investigating issues where trends are identified
- To respond to enquiries by telephone, email, and live chat



Rapid Core Values

Great Attitude

- Bring energy to the team every day
- Motivate and inspire others with a positive outlook
- Build meaningful relationships with colleagues and contacts
- Address problems in a positive way
- Listen carefully, reflect and think broadly, with agility

Be Successful

- Prioritise own workload and be proactive in the pursuit of goals
- Accountable for own performance delivering business goals over personal gain
- Always set expectations and dependencies and deliver to them
- Diligent approach to the detail but not losing sight of the objectives
- Maintain a work/life balance and not be easily distracted

In a Professional Way

- Always punctual with a professional approach
- Dependable due to reliability, flexibility and integrity
- Exceed both customer and colleagues expectations
- Proactively communicate internally to enhance the success of our common goals
- Take pride in sharing your, or Rapid's success externally

With a 'Be Better' Mindset

- A high degree of learning ability, drive and ambition to succeed
- Confident and can articulate strengths and development areas
- Listen well to constructive feedback from line manager and give feedback with good intent
- Positive attitude towards shared goals and set challenging personal objectives
- Constantly look for innovative working practices and processes
- Belief in the ability for new technology to improve our environment and wellbeing

Quality – “Our Commitment”

Our Mission is to enhance the UK's engineering and manufacturing capability through 3 distinct customer sectors utilising Rapid's technical, supply chain and eCommerce capabilities.

The key to achieving this is by operating an Integrated Quality Management System (IMS) in accordance with ISO 9001: 2015, ISO 14001 and ISO 45001 and embedding a Continuous Improvement way of working and culture. It is expected that you understand how this commitment to quality affects your day to day role and how you can help to strive for constant improvement in this area.

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