

**Job Title: Trainee Research & Development Technician**

This role will provide opportunities to develop skills in these areas: detailed problem solving, effective IT customer service, commercial awareness and IT systems administration within a financially lucrative area of IT.

**About us:**

UNICOM Global ([www.unicomglobal.com](http://www.unicomglobal.com)) is an international software and services company ("UNICOM") that delivers software solutions to optimise application and business processes. With a global client base and an enviable reputation for product quality and support, this is an excellent opportunity to join a thriving business which is still expanding at a global level. UNICOM's clients rely on our solutions to support their business-critical operations. We pride ourselves on developing solutions that enable companies to optimise their own business processes whilst also reducing costs.

**About the role:**

This opportunity is designed to give a successful candidate ownership of their career aspirations, supported by training and practical experience to help them succeed. The Trainee R&D Technician will be part of the R&D team working with experienced support technicians and systems administrators in IBM Enterprise Computing. You will commence your employment with us by undertaking a two year programme designed to develop your skillset, fuel your ambition, and provide in depth training.

This full time hybrid role (37.5 hour week) is based in Crawley, West Sussex at Macro 4, a division of UNICOM Global and the UNICOM Global EMEA headquarters.

As a Trainee R&D Technician, you will work as a part of a team, supported by skilled and experienced individuals who are motivated to train and coach you on all aspects of interacting with our worldwide customer base while troubleshooting complex technical issues across intricate environments. IBM Enterprise computing (commonly referred to as the mainframe) is IT's best kept secret with excellent prospects for successful and satisfying careers.

Throughout your initial two year training programme, you will receive an attractive salary package with increments upon completion of specified goals.

We expect the candidate to be ready to tackle (and enjoy!) problem solving from the outset with expert guidance from multiple mentors. The candidate will gain exposure to all enterprise technology systems and subsystems: z/OS, CICS, Db2, IMS, MQ, z/VM and VSEn. Advanced system configuration will be learned using scripting and similar low-code techniques.

Software is our core business and we are passionate about consistently engaging with latest technologies. You will be provided with opportunities to pursue a variety of IT careers, not just in coding!

**It might be the role for you if you:**

- Are confident to interact with people at all levels
- Have great problem solving skills
- Are eager to learn new technologies at the cutting edge
- Have strong written and verbal communication skills
- Enjoy working in a team

- Take ownership of tasks
- Manage your time effectively

### Essential Qualifications:

- 7 GCSEs (or equivalent) at grades 9-5 or A-C including Maths and English
- 3 A Levels (or equivalent) at grades A\*-C in a mathematical or science subject (e.g. Maths, Physics, Chemistry, Computer Science)

If this sounds like you, we'd love to hear from you!

### Application Process – a step by step guide

1. Forward your CV before **Friday 21 August, 2026** to [humanresources@macro4.com](mailto:humanresources@macro4.com)
2. Undertake an online aptitude test assessing numerical and analytical abilities.
3. Join us for one of our assessment days to gauge whether you like the technology and if this is the career for you.
  - a. Part one includes:
    - i. Introduction to us and this area of IT
    - ii. Hands on IBM Enterprise exercises
  - b. Part two includes:
    - i. Tailored assessment verifying competencies for the role
    - ii. A short interview

### Benefits and rewards (\*Following first 3 months of probation).

We value all staff and offers a competitive package with a wide range of benefits: some taxable. All staff packages include:

- Competitive starting salary (aligned with National Living/Minimum Wage guidelines) with a structured, performance-based salary progression plan at the end of Year 1 and Year 2, subject to achieving specified milestones.
- Hybrid role, you will work in the office 3 days per week, with 2 days from home.
- Attractive holiday entitlement starting at 25 days incrementing from year 4 by 1 day per full year up to a maximum of 33 days (excluding public holidays)
- Company pension scheme that pays 8% of your base salary
- Private medical insurance\*
- Staff discount scheme\* with cash back savings and offers across hundreds of brilliant high street brands, cinema, travel, tickets, gym memberships and much more
- Corporate membership discount at neighbouring Nuffield Health Fitness & Wellbeing Gym
- Employee Assistance Programme (EAP), a health and wellbeing support service
- Health Cash Plan\* providing cashback for dental, optical and physiotherapy costs, alongside offering wellness services such as GP anytime
- Life Insurance (including Death in Service) and long-term ill health benefit
- Free onsite parking