

Hemisphere GNSS Job Description

Job Title: Repair Technician
Location: Scottsdale, AZ, USA
Department: Operations
Reports To: Manager, Technical Support
Prepared Date: June 5,2019

Full-Time Part-Time / Exempt Non-Exempt

Summary

Initiate and complete repair processes for returned products. Provide quality technical and electro-mechanical assembly support to the Manufacturing Department in the day-to-day operations of the company and assist in achieving departmental and business unit goals. Perform assembly or sub-assembly repair of products and devices. Inspect materials, components and production equipment according to established standards. Ensure repaired product assemblies meet production requirements.

Essential Duties and Responsibilities

- Rework defective or damaged products and assemblies
- Configure and test customer products using company repair documentation and engineering specifications
- Diagnose customer products and RMA returns using schematics, test equipment including signal generators, oscilloscopes, and spectrum analyzers
- Ensure all repairs are documented via ERP system and Jira Service Desk
- Liaise with Engineering Department for new product training
- Ensure that all applicable ISO and Quality Policies and established production processes are adhered to
- Examine assembly drawings and follow work instructions to define repair duties
- Ensure final products meet order specifications and established quality control requirements
- Test components and sub-assemblies based on work instruction and schematics
- Maintain testing equipment and notify management of any problems
- Other related duties as assigned by management
- Maintain compliance with all company policies and procedures

Supervisory Responsibilities

This position will not supervise direct reports.

Education and/or Work Experience Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

- 2 + years' experience in practical electronic repair
- GNSS experience a plus

Practical/Technical Skills

- Must be able to read and follow schematics, technical drawings, and process flow charts
- Must be able to use general laboratory test and diagnostic equipment
- Must be able to test and troubleshoot down to sub-assembly level
- Good soldering skill for surface-mounted components
- Excellent knowledge of production and assembly processes and procedures

Computer Skills

- Proficient skill in Microsoft Office Suite – Word, Outlook, PowerPoint and Excel
- Excellent research abilities using Internet tools

Certificates, Licenses, Registrations

N/A

Language Skills

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Above average ability to read and comprehend instructions, correspondence, and memos
- Ability to read, analyze, and interpret common scientific and technical journals, legal documents and to respond to common inquiries or complaints from customers or regulatory agencies
- Ability to effectively present information to customers, clients, management, and other employees of the Company in small group situations, public groups, and/or one on one

Other Skills and Abilities

- Excellent attention to detail
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to work with minimal supervision
- Excellent planning, time management, communication, decision-making and organizational skills.
- Ability to handle high level of confidentiality regarding product information
- Ability to analyze and present the right issues in a clear, concise, persuasive and logical manner, both orally and in writing

Physical Requirements**Computer/Office**

- Will operate a computer and other office productivity machinery
- Must be able to remain in a stationary position 75% of the time either sitting or standing
- The person in this position frequently communicates with coworkers regarding technical information and must be able to exchange accurate information in these situations

Physical

- Occasionally ascends/descends a ladder to go on the roof.
- Must be able to lift and carry up to 50 lbs.
- Required holding soldering iron in a stationary and steady position while repairing components.

Sensory

- Must be able to concentrate on detailed technical drawings.
- Must be able to differentiate colors and have accurate depth perception.
- Certain events or factors may require a high need for sensory attention requiring concentrated use of two or more senses with an excessive demand

Environmental Conditions

- This person will work primarily in climate-controlled office environment and warehouse

Manual Dexterity

- Requires high level of manual dexterity to position devices, wires and components.

Mental

- Moderate mental stress can be experienced by noticeable pressure from deadlines, accuracy, simultaneous priorities
- Work may be repetitious