Hemisphere GNSS Job Description

Job Title: Senior Repair Technician
Location: Scottsdale, AZ, USA
Department: Global Customer Care
Reports To: Manager, Global Customer Care

To apply please send resume to HR@hgnss.com

☒ 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 the assembly or sub-assembly 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

- Repair defective or damaged products and assemblies
- Configure and test customer products using company repair documentation and engineering specifications
- Diagnose customer service repair orders (SRO) for warranty and non-warranty products using schematics, test equipment including digital volt meters, signal generators, oscilloscopes, and spectrum analyzers
- Field test SRO’s
- Create and maintain repair / rework procedures
- Ensure all repairs are documented via repair logs and reports
- Document fault trends and report these trends to Quality Manager
- Liaise with Engineering Department for new product training
- Ensure that all applicable ISO, Quality Policies and established production processes are followed
- Ability to troubleshoot to sub-assembly level
- Ensure final products meet order performance specifications and established quality 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
- Electronics degree (2 year) or equivalent electronic repair technician certificate
- 4 + year experience in practical electronic repair
• GNSS experience a plus

**Practical/Technical Skills**
• Knowledge of digital/analog, RF and microcontroller circuits
• 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 component level
• Good soldering skill for surface-mounted components
• Excellent knowledge of PCB assembly processes and procedures

**Computer Skills**
• Proficient skill in Microsoft Office Suite – Word, Outlook, PowerPoint and Excel
• Excellent research abilities using Internet tools
• Experience with LabView preferred

**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, financial reports, and 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 troubleshooting skills
• Excellent planning, time management, communication, decision-making and organizational skills.
• Ability to handle high level of confidentiality regarding product information
• Excellent problem-solving and critical thinking skills
• Ability to analyze and present technical issues in a clear, concise, persuasive, and logical manner, both orally and written
• Ability to work with minimal supervision
• Excellent planning, time management, communication, decision-making and organizational skills

**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

**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.