

Job Description

Principal L&M Quality Technician

Department:	Product Support Technicians	Job Grade:	Non-Exempt
Reports To:	Technician Supervisor	Job Location:	Horseheads, NY

SUMMARY

Performs repairs on electronic items (customer returns), inspects incoming electronics and performs final testing on completed machines prior to shipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Additional duties may be assigned.

- Powers up and troubleshoots new machines in preparation for final testing.
- Machine setup and final testing for equipment prior to shipping.
- Electronics repairs (board level and computers) of items found to be defective from both in-house failures and customer returns.
- Customer support, including telephone, email correspondence and possible occasional onsite visits (as described in travel requirements section).
- WIP / INSPE – Modify, configure and test computers, electrical components and subassemblies prior to entering into stock.
- Possesses diverse knowledge and is able to answer questions and have discussion with other technicians.

BASIC DUTIES & RESONSIBILITIES include the following. Additional duties may be assigned.

- Executes required ISO procedures.
- Installs software and firmware.
- Repairs machines and circuit boards.
- Performs advanced soldering at the component level.
- Performs advanced troubleshooting at the subassembly and machine assembly level.
- In cooperation with engineering, ensures that necessary work instructions are written and properly maintained.
- Researches topics and effectively organizes and communicates ideas, data, results and conclusions.
- Works on specific technical issues with groups both internal and external to Emhart Glass, Elmira.
- Discusses technical issues, presents results, and advocates courses of action to groups internal and external to Emhart Glass, Elmira.
- Evaluates new product designs in support of product engineering, and provides feedback to their continuous improvement efforts for current products.
- May provide general technical oversight to the electronics group.
- Assists in the training of electronic assemblers.
- Provides specific technical oversight or mentoring, and assumes responsibility for the work performed by lower grade employees assigned to him/her
- Maintains a clean and safe work environment by adhering to the safety guidelines and procedures outlined by the company.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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TRAVEL

Limited travel both domestically and internationally to sensitive customers, and/or crisis field situations as required by L&M Technical Manager or designee.

EDUCATION and/or EXPERIENCE

Associate's degree (A.S.) in electronics or equivalent training is preferred and a minimum of 10 years relevant experience; or equivalent combination of education and experience.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to read and follow mechanical blueprints, and follows wiring, schematic, and ladder diagrams. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Passport

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

Basic knowledge of Microsoft Office, BPCS, Lotus Notes and Windchill.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to touch, handle, or feel; and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly move up to 25 pounds and occasionally move up to 50 pounds. Common sense should be used, if the item is more than can lift comfortably get help and/or use a forklift or hoist. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral perception and ability to adjust focus.

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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate.

Employee Signature: _____ Date: _____

Job Instructions

Functions and Activities that are required to complete essential duties and responsibilities include the following (but not limited to):

- **Powers up and troubleshoots new machines in preparation for final testing.**
 - Performs machine level functional testing as per current test procedures/checklists; troubleshoots, repairs or oversees repairs as required
 - Repairs machine assemblies at the machine level or replacement at the subassembly level
 - Designs, builds and troubleshoots test fixtures and test equipment
 - Assists assembly personnel with the movement, installation and removal of machines on to and off from the test loops
- **Machine setup and final testing for equipment prior to shipping**
 - Executes machine test procedure to ensure fully functional machine prior to shipment
 - Signs machine level check sheet prior to shipment, verifying completeness
 - Writes/maintains checklist procedures for machine final testing as required
- **Electronics repairs (board level and computers) of items found to be defective from both in house failures and customer returns.**
 - Analyzes machine level field returns, participates in customer complaint analysis and resolution, and facilitates or implements corrective actions
 - Analyzes circuit boards and complex subassemblies returned from the field
 - Troubleshoots and repairs circuit boards at the component level
- **Customer support, including telephone, email correspondence and possible occasional onsite visits (as described in travel requirements section).**
 - Supports, on request and as required, the field service department, the field sales offices and customers.
- **WIP / INSPEC – Modify, configure and test computers, electrical components and subassemblies prior to entering into stock**
 - Implements software and firmware modifications
 - Assembles and wires complex subassemblies
 - Assembles and wires complex machine level assemblies
 - Picks parts as needed from pick list
 - Performs incoming inspection and repairs as required