



Job Description

Position: Technician

General Information

Title: Technician/ Repair	Reports to: VP, Customer Service
Department: Customer Service	Role(s): Technician

Detailed Description

Priority (1-2-3)	Process Name	Responsibility (Owner/Exec)	Description
1	Repair	Owner	Test and Repair customer returns. Assure units complete the repair process and are returned to the customer within required timeframes and with accurate paperwork.
2	Production	Execution	Assist production department in new product repair and new product assembly.
3	Engineering	Execution	Work with engineering to develop prototype product.

Minimum Requirements

Item	Requirement	Description
1	Education	Two-Year Electronic Technician Degree
2	Experience	a) 2 years - board level diagnosis and repair. b) Ability to read electronics schematics. c) Knowledge of small hand tools. d) Demonstrated proficiency of soldering techniques.
3	Software	a) Proficient in program tools to manage repair process, specifically, Outlook, Excel and Service Pro. b) DOS programming helpful.
4	Miscellaneous Considerations	a) Aviation industry and/or technical customer service experience a plus.
	Skill Set (in the event of conflict with competency matrix, this document has precedence.)	a) Attention to detail and ability to follow specific procedures. b) Multi-tasking. c) Ability to quickly learn and utilize proprietary test equipment. d) Positive interpersonal skills in working with co-workers, suppliers, distributors, customers and outside firms. e) Ability to read and understand English Language. f) Good communication skills – both verbal and written.