

**Position:** RMA Service Technician

**Department:** Quality

**Reports to:** Quality Manager

**Direct Reports:** None

**Position purpose:**

To diagnose and repair Enatel product returned for service, write analysis reports and provide information regarding these failures to Quality Assurance, Engineering and Manufacturing to improve product quality.

**Key responsibilities:**

- The failure analysis and service of power conversion products returned from the field
- The upgrade of product for service to current version status
- Provide service reports to Quality Assurance, Engineering, Manufacturing and Sales.
- Administration tasks related to servicing
- Meeting service turnaround times

**Other duties:**

- If time permits, supporting manufacturing technicians by training new technicians and helping service product failed in production.

**Required skills:**

- Strong technical knowledge of Enatel power conversion modules
- Ability to de-solder & solder through hole and SMT components
- Read and understand schematic diagrams and overlays
- Sound knowledge of electrical theory and anti-static precautions
- Experience using Microsoft Excel and Word
- Proficient in English, both oral and written
- Excellent problem-solving skills
- Ability to work both in a team and independently
- Positive attitude

**Qualifications:**

- Tertiary qualification in Electrotechnology or partial qualification in Electrical Engineering
- Technical knowledge of power conversion products
- Previous experience in testing or servicing electronic devices

**General:**

- Upholds the company values
- Perform any other tasks as required by your Manager and/or the business
- Contributes to the achievements of department goals and objectives.

### Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere

### Environmental:

Enatel is committed to minimising the environmental impact of our operations and products

- Ensuring Environmental policies and processes are followed

### Key Relationships:

Internal	External
<ul style="list-style-type: none"><li>• Production Service Techs</li></ul>	<ul style="list-style-type: none"><li>• Customers*</li></ul>
<ul style="list-style-type: none"><li>• Logistics staff</li></ul>	<ul style="list-style-type: none"><li>• *With approval of Quality Mgr.</li></ul>
<ul style="list-style-type: none"><li>• QA staff</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>
<ul style="list-style-type: none"><li>• Engineering Product Support</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>

### Person Specification:

Attributes	Essential	Desirable
<b>Skills &amp; Attributes</b>	High level of competency in understanding power conversion schematics and circuit operation.  Ability to fault find and service power conversion modules.  Accuracy and attention to detail on administration tasks.	
<b>Experience &amp; Qualifications</b>	Tertiary qualification in Electrotechnology and/or full or partial qualification in Electrical Engineering.  Technical knowledge of power conversion products  Previous experience in testing or servicing electronic devices	Production line servicing experience with Enatel products.