



Electronic Repair Technician

Location: Logan, UT

Benefits: Full benefits package including: Medical, Dental, Vision, 401K, Profit Sharing, Vacation Time, and Sick Leave.

Type: Full Time

Department: Customer Service

Description: This person is responsible for ensuring customer satisfaction by trouble shooting, repairing, modifying (retrofitting), and servicing all product manufactured by Juniper Systems in a timely manner. Products that are not manufactured by Juniper will be accurately tracked and returned to their appropriate repair center.

- Duties:**
1. Perform repair (to component level), service, and maintenance on all products sent to Juniper Systems on RMA ensuring that repairs are returned to customers according to the standards recorded in the repair policies document and within the stated time frame as stated on each RMA tag. Doing everything possible to ensure a quality repair and that it is not returned for the same problem.
 2. Performs detail database entry and ensures that the customer is happy with the repairs performed, that other departments in the company get the needed feed-back on quality issues, and that the RMA is closed properly.
 3. Must properly use and maintain common troubleshooting test equipment such as oscilloscope, function generator, DVM / DMM, precision voltage source and following-up with repair status (as outlined in our Repair Policies document) and providing quotes on service, maintenance, and repairs
 4. Troubleshooting hardware related issues over the telephone or email and issuing Return Material Authorization (RMA) numbers for product to be returned. On many occasions, there will be customer interruptions.
 5. Properly use and maintain common troubleshooting test equipment such as oscilloscope, function generator, DVM / DMM, precision voltage source.
 6. Review and make additions or corrections to repair procedures. Ensure that procedures are accurate and well documented (according to ISO requirements).
 7. Participation in factory training seminars and repair center training certification. Work as a TEAM in training and instruct others to do quality repairs.
 8. Learning how Juniper Systems products are used by customers. Making sure that their applications work as expected. Documenting and reporting bugs and problems with applications and hardware design.
 9. Assembling and testing "special" applications for customers which may include working with an engineer on a design of a product (may include programming).
 10. Represent our service teams concerns at engineering project meeting or quality control meetings when assigned and has the responsibility of distributing information to other departments within our company that will be used to improve product quality.
 11. May be asked to be a service account manager and be responsible for the technical knowledge and satisfaction of each account

assigned.

12. Checkout, calibration, and validation testing new and used products

13. Writes repair summaries and price quotes specific to repairs and service sales. Clearly communicates repair status, charges, and work performed to customers.

Qualifications: Requires an Associate's degree in electronic engineering (or related field) or 2-5 years related experience or combination of education and experience.

Knowledge and Skills: Requires some experience in soldering both through hole and surface mount components. Print circuit board troubleshooting and repair to component level (through hole and surface mount). Read and interpret schematics and diagrams to help in troubleshooting and repair of electronic devices to component level. Basic knowledge of electronics (Ohm's law, Kirchoff's law, etc.) and microprocessor systems (CPU, RAM, EPROM, system clocks, digital power supplies, logic gates, GALS, PALS, and UARTS). Working knowledge of analog circuits (voltage dividers, full / half / quarter bridge strain gage circuits, op-amps, RC filters, etc.). Computer skills including knowledge of Word, Excel, and Access a must. Must be familiar with the operation of Windows 2000 and XP operating systems. Must have good verbal and writing communication skills.