



JOB TITLE: RMA Sustaining Engineer

DEPARTMENT: Operations

REPORTS TO: Director of Product Development

SUMMARY:

Founded in 1998, Quake Global is the leading manufacturer of Machine to Machine (M2M) Modems for advanced data acquisition through Satellite, Cellular, Wi-Fi, BLE and RFID. Quake provides powerful solutions for asset management and monitoring. With headquarters in San Diego, California and a network of distribution representatives worldwide, Quake offers an extensive array of solutions, products and design services for Healthcare and Senior Living, and Industrial markets.

As a Sustaining Engineer you will be responsible for sustaining the current products and processing the RMA products. You will be tasked to review all returned items and ensure proper documentation is logged. This position requires excellent administrative and organizational skills.

This position is based in San Diego, CA.

DUTIES AND RESPONSIBILITIES:

- Review, research, and test replacement components due to allocation issues or obsolescence.
- Create and/or perform test plans and create test reports for replacement components.
- Review production test data and evaluate impact of electrical defects.
- Document incoming and outgoing RMA shipments.
- Troubleshoot (to component level)/evaluate RMA Field Returns and provide feedback to proper departments.
- Lead and/or support Corrective Action investigations for component failure analysis.
- Work with cross-functional teams to ensure adequate evaluation of returns and component validations.
- Perform cycle counts of RMA units and track all returns and reasons for returns.
- Conducting monthly inventory counts of RMA units.
- Work with cross-functional teams to ensure customer returns are reviewed and disposition of items are as requirements dictate.
- Maintain RMA log and perform audit on all RMA documentation in a timely manner.
- Repair and or upgrade units as needed.
- Provide support to engineering staff as needed.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's degree in Electrical Engineer.
- 2-4 years of experience in the field or in a related area is preferred.
- Equivalent military experience will be considered. Soldering skills (Micro miniature soldering of Component). Outstanding Troubleshooting skills.
- Customer facing with excellent written and oral communication skills.
- Experience with hardware interfaces such as: CAN (J1939), GPS, power supplies/battery technologies, GSM/3G, and multiple Satellite Networks considered a plus.
- Excellent administrative and organizational skills are a must.
- Experience in Microsoft tools is needed.
- Ability to read and understand operating procedures.
- Ability to organize all documentation is essential to this position.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Excellent written and verbal communication skills.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** - Looks for cost savings opportunities; Conserves organizational resources.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

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 stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

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.

The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed