



## **Production Support and Test Engineer**

This position is located at the Corporate Headquarters in Henderson, Nevada

The Production Support and Test Engineer is responsible for developing strong relationships with different teams at the Engineering level, owning and driving all product technical issues encountered in the process of new product testing to production deployment. Provides troubleshooting services on a wide range of topics from board level problems, software configuration, production test procedures, test and training. Interfaces directly with Hardware, Mechanical and Software Engineers and R&D to help resolve technical issues and drive the Product Release Management to production including system integration activities. Supports RMA activities such as: evaluation of defects, customer interaction to duplicate defects and provide engineering level technical expertise about recurring problems reported by customers and report them to Quality Management.

This position is technical in nature and will require in depth knowledge in embedded hardware and electronics. Experience working on embedded boards using technologies such as Intel processors, PCIe, Ethernet, Networking (L3/L3 switches), SAS, SATA, RAID controllers is a must. Candidates will be evaluated for this position based on working knowledge in these technologies.

### **Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Responsible for technical support, detailed problem determination, and problem resolution of issues.
- Interfaces between production, Hardware, Software and Quality teams to resolve product related issues as required.
- Works closely with software and hardware engineering to prepare production test procedures.
- Provides Product Configuration Management: Production releases from engineering and maintaining product configuration lock down.
- Provides production support, often on short notice
- Responsible for Prototype Embedded board bring up, remote development setups, engineering inventory maintenance
- Works with sales, coordinates RMA activities and provides status in a timely manner.
- Reviews RMA and root cause as a part of quality assurance program. Identifies recurring problems and communicates these problems to Engineering and Quality Management.
- Provides coordination between Production and Engineering to ensure product software and hardware ECO and BOM are complete
- Coordination of production integration and release activities between Engineering and Production.
- Installs and upgrades JIGs (internal and customer) and tool sets at production. Monitors and maintains the lock down configuration of the installer and test equipment and provides status to Quality Management.
- Prepares and reviews production procedures and trains others on the proper use of these procedures and tools.
- Supports Mechanical Engineering in various engineering related activities.
- Investigates Production efficiency and automation. For those areas that need improvement, prepares requirements and communicates with Engineering.

- Provides Customer Support as needed including but not limited to phone, e-mail, onsite and remote access support (via VadaTech or Customer setups).
- Creates and presents technical training courses for production engineers. Leads Production test efforts in continuous improvement through process optimization and training. Assists in the mentoring process of Test, RMA and Engineering Support Technicians.
- Actively involved with Hardware and Software Engineers to obtain product knowledge and debugging techniques
- Follows all corporate, safety and production procedures and regulations and maintains a clean and orderly work area.

**Required Skills:**

- Bachelor's degree in Electronics or Electrical Engineering, or Computer Science, or equivalent combination of education and work experience.
- 7+ years of prior experience with hands on electronic troubleshooting of embedded products; experience working on embedded boards using technologies such as Intel processors, PCIe, Ethernet, Networking (L3/L3 switches), SAS, SATA, RAID controllers is a must.
- Expert knowledge working in a Linux-based environment.
- Strong knowledge of package software application and software development.
- Reading and understanding schematics, datasheets and written work instructions
- Ability to handle job stress and interact effectively with others in the workplace
- Fluent domain of the English language: Ability to read, write and speak English well
- Ability to carry out detailed written and oral instructions

**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 the job.

- Sitting and standing for long hours.
- Ability to move around the facility, climbing stairs as necessary, bend down and reach up.
- Frequently communicates with others; must be able to exchange accurate information verbally and in writing.
- Constantly operate a computer and other standard office equipment such as phones, photocopiers, filing cabinets and fax machines.
- Ability to handle and lift objects weighing up to 25 lbs. alone; ability to lift objects weighing up to 50 lbs. in a two person lift .

**Mental demands:**

- Read or write and interpret data

**Competitive compensation and benefits which include medical/dental/vision insurance, 401k with employer contribution, PTO, paid Holidays, and on-site fitness center.**

***Interested qualified candidates should submit their resume, cover letter and salary requirements to [vjobs@vadatech.com](mailto:vjobs@vadatech.com).***

The above information on this description has been designed to indicate management's assignment of essential functions and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Nothing in this job description restricts management's right to assign and reassign duties and responsibilities to this job at any time.

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disability, genetic information, marital status, socio-economic status, amnesty, status as a covered veteran and any other class protected by applicable federal, state and local laws. The company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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