



JOB TITLE: Repair Technician

IMMEDIATE SUPERVISOR: Customer Support Manager

Reporting to the Customer Support Manager, the Repair Technician will be responsible for repairing customer returned goods and testing new product. Based in our offices in Carrickfergus, the Repair Technician will work closely with the Test and Support department and be a part of the Customer Support team.

Responsibilities:

- Inspect products returned for repair, diagnosing and recording the faults
- Repair all faults at the component level, ensuring the goods are in working order before sending them back to the customer
- Test and repair new build products, diagnosing and recording any faults
- Provide fault reports where necessary
- Ensure all customer returns are tracked through the Returns Database
- Identify any product failure trends which can be analyzed by the Customer Support Manager
- Ensure all technical documentation is kept current with any known changes
- Assist in production in order to maintain technical knowledge of Yelo products during the manufacturing stage
- Carry out any other task that may be required from time to time

Essential Requirements:

- Educated to a minimum of HNC level in Electronics
- Experience in repairing of PCB's
- Good soldering and wiring skills
- Ability to understand electronic circuit diagrams
- Relevant knowledge of electronic components
- Ability to interpret measurement and test data
- Possess good manual dexterity

Preferred Requirements:

- 2 - 3 years experience in a similar role

Skills:

- Knowledge of electrical and electronic principles
- Working knowledge of Microsoft Office
- Ability to meet deadlines
- Be self motivated, be able to manage time
- Be able to pay attention to detail
- Good verbal and written communication skills
- Strong troubleshooting skills
- Team player
- Good fault finding skills

Salary:

£16,000 - £20,000 per annum depending on experience