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# Example of Product Technician Job Description

Our growing company is looking to fill the role of product technician. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for product technician

* Troubleshoot test unit failures or test equipment failures to determine cause
* Customer and distributor support for the entire Prolec product range
* Report and take ownership of customer issues and see them through to resolution
* Use standard procedures for proper escalation of issues
* Ensure proper documentation and closure of any issue owned
* Production of documentation including product manuals
* Update the knowledge database where appropriate
* Distributor User, installation and calibration training
* Developing and maintaining training programs
* Internal support and assistance

## Qualifications for product technician

* Experience with various measuring devices such as Instron, flow meters, pressure gauges, scales, temperature probes
* 5 years experience designing, developing, and assembling catheters or catheter subassemblies, and developing and improving production processes
* Proficient in MS Office Products and SAP or similar MRP/ERP system
* Familiarity with statistical process control and metrology
* Good working knowledge of lean manufacturing processes related to medical device manufacturing
* Drawings interpretations / tolerances