



Example of Product Technician Job Description

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Our growing company is hiring for a product technician. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for product technician

- Learns how to repair defects in fine assembly work using various hand tools (scalpel, paint brush, parts,) according to established guidelines
- Execute the initial failure analysis steps (electrical and visual) on non conform products and the technical implementation of systems solutions across the Quality and Operations organization
- Act as front line responsible for manufacturing related discontinuities
- Be the first line support for existing tools including execution of tests or qualifications
- Make product related reports based on the results of your analysis and ensure availability of data and system related records
- Monitor incoming customer ACH transmission files outgoing transmissions to the Federal Reserve
- Troubleshooting, fault identification, diagnosis and resolution
- Being an integral part in a team environment and act as central subject matter expert for more complex issues and customer inquiries. Manages high profile client relationships
- Maintain help desk tickets with current information and provide and update support documentation as required. Maintain Email, Phone and Ticket response times in accordance with SLA's
- Collect, analyze and solve customer-facing issues based on the facts presented by the customer and knowledge of the product line

Qualifications for product technician

- Familiar with various types of test equipment such as oscilloscopes, pressure gages, voltmeters load cells
- Experience in product design, machine design, manufacturing processes
- Electronics Technology graduate or at least 2 years of equivalent / related work
- Knowledge in Teradyne IG-XL, VB, C, C++ programming languages is an advantage
- Associates degree in electronics plus 4 years of related experience
- Experience with basic software development in Python, Visual Basic, or C preferred