NEWHAVEN DISPLAY
INTERNATIONAL

RMA ENGINEER

Date: 5/1/2017

Location: Elgin, IL USA

Department: Quality

Job type: Full-time, Salary

Company Overview

Newhaven Display is a leading global display company that produces electronic display products for a wide variety of markets and applications. Our products include cutting edge LCD, VFD and OLED technologies.

Benefits

At Newhaven Display, you are empowered to create a career that will take you to where you want to go. Here, you'll enjoy the freedom to explore new projects, the support to think outside the box and the advanced tools and technology that foster innovation and achievement. We offer an excellent working environment, salary and benefits package including vacation pay, medical, profit-sharing and advancement opportunities within the company.

About the Job

This position offers the uniquely personal opportunity to solve customer challenges. You'll be engaged with our customers learning their issues, then taking that information back to the bench resolving their technical challenges. This includes troubleshooting, circuit analysis and software de-bugging, root-cause analysis, Corrective Action implementation, report writing, and customer follow up. You'll be demonstrating exceptional people skills while learning and applying the advanced engineering skills necessary to succeed. We're looking for the ideal candidate with personality, tenacity, drive, and intellect that does what-it-takes to meet their deadlines.

Responsibilities

- Lead all aspects of the RMA process for assigned customer from initial analysis to report approval from the customer.
- Ensure RMA analysis is completed per all objectives of the analysis protocol.
- Work closely with Newhaven Display departments to compile information that is needed for customer reports.
- Work closely with engineering teams to gather necessary product and software knowledge.
- Complete root cause analysis using structured problem solving approach and appropriate tools.
- Develop technical reports that describe issues simply, completely and accurately with emphasis on pictures, graphs and illustrations. Report submission timing and subsequent updates must meet customer expectations.
- Monitor customer databases (portals) for RMA status. Ensure reports as well as disputes are entered accurately and on time.
- Interface directly with assigned customer to resolve open issues and close RMA reports on time. This includes representation at the customer's location as required.
- Provide monthly feedback to Engineering and other Quality teams. da
- Compare and analyze trends in customer returns and internal process data to prevent issues.
- Perform other duties as assigned.
- Comply with and support the health, safety, and environmental programs, policies and procedures.

Requirements

- BSEE degree or higher.
- Minimum 1-2 years of related experience.
- Excellent verbal and written communication skills.
- Strong organizational skills, capable of completing tasks with limited supervision.
- C++ or similar software programming capabilities
- Understanding CAD is required, proficiency is a plus
- Understanding of embedded systems, microcontrollers (PIC, ARM, etc) and peripherals (I2C, SPI, USB, GPIO, SD Card, etc)
- Superior attention to detail, timely and persistent follow-up is essential
- Ability to read electronic schematics and have good working knowledge of electronics theory
- Ability to debug and troubleshoot PC Boards and electronic systems
- Ability to build prototype designs and develop test fixtures and demo equipment (soldering and breadboard circuits, etc)
- Experience with LCD, VFD, OLED or TFT display technologies is a plus.