JOB TITLE: Failure Analysis Engineer

DEPARTMENT: Quality

SUMMARY:

As a Failure Analysis Engineer, you will be responsible for sustaining the current products and performing failure analysis of RMA products. You will be tasked to review all returned items and ensure proper documentation is logged. This position requires excellent administrative and organizational skills.

This position is based in San Diego, CA.

DUTIES AND RESPONSIBILITIES:

- Perform failure analysis and create 8D reports for customers and create travelers for replacement.
- Review production test data and evaluate impact of electrical defects.
- Ability to use Automated Test Equipment by using troubleshooting techniques.
- Document incoming and outgoing Field Returns shipments.
- Troubleshoot (to component level)/evaluate Field Returns and provide feedback to proper departments.
- Lead and/or support Corrective Action investigations for component failure analysis.
- Work with cross-functional teams to ensure adequate evaluation of returns and component validations.
- Perform cycle counts of RMA units and track all returns and reasons for returns.
- Work with cross-functional teams to ensure customer returns are reviewed and disposition of items are as requirements dictate.
- Maintain appropriate logs and perform audit on all documentation in a timely manner.
- Repair and/or upgrade units as needed.
- Provide support to Customer Support and Quality staff as needed.
- Ability to utilize CRM and ERP systems.
- Ability to perform FMEA, read schematics
- Ability to utilize scopes, microscopes and general RF equipment

QUALIFICATIONS:

- Bachelor's degree in Engineering (EE, ME, IE).
- 3-5 years of experience in the field or in a related area is preferred.
- Equivalent military experience will be considered. Soldering skills (Micro miniature soldering of Component). Outstanding Troubleshooting skills.
- Customer facing with excellent written and oral communication skills.
- Experience with hardware interfaces such as: CAN (J1939), GPS, power supplies/battery technologies, LTE/5G, and multiple Satellite Networks considered a plus.
- Excellent administrative and organizational skills are a must.

- Experience in Microsoft tools is needed.
- Ability to read and understand operating procedures.
- Ability to organize all documentation is essential to this position.