Position Summary

This position is responsible for electromagnetic compliance testing, reviewing the accuracy of collected data and serving as a technical liaison with clients. Responsibilities include reading and interpreting electromagnetic standards and regulations, conducting technical training, quoting projects, and working with clients to resolve technical problems.

Objective

Provide proactive technical assistance to clients by identifying and resolving product issues, along with providing timely and accurate test results and information to both internal and external clients that meet or exceed their expectations.

Major Roles & Responsibilities

• Offer problem resolution in a limited scope, as applicable, for any client issues or questions with the aim of enhancing client satisfaction and improving client relations.
• Understand and interpret standards for appropriate test methods.
• Reviews contract requirements prior to testing in order to assure adherence to client requirements, and coordinates testing between labs.
• Evaluate products submitted for testing for quality / safety issues, providing direction to techs.
• Prepare a variety of samples for testing using prescribed testing methods, following testing standards / specifications, providing direction to techs as required.
• Conducts testing on a variety of consumer products samples using prescribed testing methods, following testing standards / specifications appropriate to the sample, providing direction to techs.
• Follows the guidelines set forth in the Client's Quality Manual and Safety / Chemical Hygiene Plan.
• Accurately record test data.
• Evaluate test results data, providing direction to techs and clients.
• Train on sample preparation method and test methods.
• Assist with department testing in other areas, providing direction, as required.
• Prepares and reviews written technical reports.
• Prepares verbal and written communication to internal and external clients, regarding test results and technical issues.
• Provides technical consultation to internal and external clients in a limited scope with direction from senior staff.
• Interface with staff members internally and at other locations on interpretations in order to ensure global consistency with direction from senior staff.
• Calibrate, operate, and maintain testing equipment, maintain supplies, lab cleanliness and analytical instrumentation, as required.
• Identify, troubleshoot and resolve technical issues.
• Maintain up to date knowledge of current regulations / industry standards and products to be tested.
• Make recommendations to clients for testing and inspections in a limited scope.
• Provide interpretations pertaining to compliance, requests, testing issues to clients or client services, in a limited scope.
• Adhere to the requirements of the BV-CPS Quality System and assist with the implementation and maintenance of the Laboratory Quality System.
• Provide feedback to department Manager regarding departmental systems, processes and recommendations for improvements.
• Provide technical support to Technicians / External Clients.
• Provide technical training to internal staff.
• Other duties as defined by Manager, department needs and workload.

Knowledge, Skills, Abilities

• Method development skills
• Strong written and verbal communications skills including the ability to communicate effectively in a group setting, with colleagues and clients
• Organizational and time management skills
• Ability to perform multiple tasks
• Ability to organize and prioritize workload to meet or exceed deadlines
• Individual and Team work ethic
• Proficiency with Windows, Word & Excel
• Attention to detail
• Technical problem solving and process improvement skills
• Must be familiar with basic electronics.
• Experience with oscilloscopes, soldering irons, spectrum analyzers a plus.
• Knowledge of electromagnetic compliance testing for consumer products from laboratory, manufacturing, and QA / QC perspectives preferred.

Experience and Educational Background Required

• 4 year degree in a technical/engineering electrical or electronics discipline; or
• 2 year degree in a technical/engineering electrical or electronics discipline and 2-3 years related experience