

Education:

Electrical engineer or equivalent in NM, not advanced.

Job description:

- To receive and identify electronic devices by barcodes and custom codes.
- To check and fault finding to populate quality database systems.
- To report and make repair offers to be sent to the customers.
- To repair and fix electronic devices based on microcontrollers, and SMD PCB components.
- To get ready shipments with the repaired electronic devices to be returned to the customers.
- To fulfil the agreed service levels assigned to the service centre (SAT).
- To give technical support to other sat technicians from other SATs.
- To make the inventory of the spare parts and devices used in the repairs.
- To order spare parts and components needed for the repairs, also for the replacement units.
- To attend meetings with customers for the RMA evolution and planning.
- Willing to travel to solar photovoltaic farms to check, repair or make some reworks on site.

Requisites:

- Knowledge of the electronics fabrication and assembly processes; PCB and embedded systems.
- Experience in understanding electronic schematics and bill of materials of the products.
- Proven skills using specific assembly and disassembly tools for electronics.
- Experience using measurement electronics tools like electronic digital multimeters.
- Ability to work in multicultural teams with non-English people from other countries.
- Knowledge of Microsoft Office tools like, word, excel, power point.
- Basic skills on computer networks through ethernet, Wi-Fi, and most common used nets.
- Proven experience in customer service for troubleshooting and fault-finding support.
- Languages; English, Spanish. Technical terms in electronics, computer, and programming science.
- Drive license, non-commercial vehicles.

Additional Skills:

- Knowledge in serial communications; rs232, rs485 and Modbus protocols & ZigBee.
- Welding in electronics, heat and hot irons for SMD components and standard components.
- Microcontroller programming, and high-level languages.
- Customer focus for driving results in electronics repair process in a SAT.
- Knowledge of renewable energy systems, photovoltaic farms and related.