

## Quality Technician

### Job Description:

The Advanced Quality Technician will provide quality assurance support to the Operations team, resolving defects, returns, and other potential issues and ensuring that products meet VMS and customer specifications.

### Supervisory Responsibilities:

- None.

### Duties/Responsibilities:

- Reviews design plans, process procedures, test procedures, and quality manuals to understand the scope, requirements, and function of products.
- Ensures products meet the organization's and customers' quality and product integrity requirements.
- Supports product development or Operations team by providing analysis and expertise throughout the inspection process.
- Identifies root causes of problems in the production process; recommends and/or implements corrective measures.
- Analyzes data to identify trends in product quality or defects with the goal of mitigating and preventing recurrence and future defects.
- Performs other duties as assigned.

### Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Extensive knowledge of or the ability to quickly learn the organization's production processes.
- Excellent interpersonal skills with ability to serve as a liaison with manufacturing staff, developers, project managers, and customer support.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

### Education and Experience:

- High School Diploma/GED or related discipline required.
- Two years of related experience required.
- Physical Requirements:
- Ability to maintain prolonged periods of both sitting at a desk and working on a computer AND prolonged periods of standing/walking within the facility.
- Must be able to lift up to 15 pounds at times.

