



Field Quality Engineer

Roles and Responsibilities

1. Quality Improvement and Management
 - Track and manage Quality Improvement projects to ensure consistent high product quality
 - Develop test plans to validate design intent and product performance
 - Track field failure rate and drive resolution leveraging the cross functional team for in market products
 - Author technical reports about product performance
 - Deliver test procedures to troubleshoot quality issues in the field that provide measurable metrics
 - Use data analysis tools to report quality issues in the field.
 2. Field Analysis
 - Run field testing, coordinate product installations, collect and analyze data, report customer feedback
 - Take lead in field projects including managing technicians and delivering project reports to the Field Eng. Manager
 - Deliver data to field manager that shows project progress and resource allocation
 - Interact with customers to collect quantitative feedback on product quality and user experience
 - Setup sustaining product repair processes for debugging and repair of new products
 - Write work processes to guide technicians in repairing and testing products
 3. Product Repair
 - Review and make improvements to existing debug and repair processes
 - Report metrics of comparative analysis about the repair process and replacement costs.
 - Forecast and report lab equipment and spares need to the field engineering manager
 - Train a team of technicians supporting field testing and workshop repair
 - Author training manuals for workshop technicians.
 - Provide oral and written instructions to workshop/warehouse technicians about engineering processes.
 4. Training & Development
 - Review workshop/warehouse Engineering processes and retrain where improvement is required
 - Assess and report efficiency of work instructions provided to technicians
- Deliver 100% of technical reports assigned
 - Create weekly dashboards that show quality metrics
 - Create 5 test procedures a month
 - Daily project progress report
 - Deliver weekly work process assessments
 - Host a Bi-weekly technical training class
 - Deliver monthly training manuals on various technical subjects

Educational Qualifications

- BSc Electrical, Electronics or Computer Engineering or Post-graduate studies in renewable energy technologies.

Experience Requirements

- 3 - 5 years of proven experience in testing & troubleshooting complex hardware and software systems;

- 2 - 3 years of technical documentation writing;
- 2 - 3 years of managing a technical team and/or project leadership;
- Experience with renewable energy;
- Experience providing technical training;
- Experience performing data analysis.

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