



We are a Victoria based company dedicated to improving seniors' quality of life through creative technology. We develop, manufacture and sell sophisticated monitoring and emergency call technologies mainly to the United States. Ours is a fast paced environment where hard work, initiative, teamwork and flexibility are prized and we are looking for a like minded individual to fill a key role in our Company. As a smaller organization we have a collaborative, open door culture based on trust where new ideas are welcome. If you have a strong work ethic and are looking to make a difference and feel appreciated, we would invite you to join our team.

**Job Title:** Lead Production Technician **Location:** Victoria, BC

**Reporting To:** Production Manager **Travel:** Minimal

**Education/Training:**

- Electronic Technician Certificate or similar qualification

**Experience:**

- Experience in small electronics device manufacturing
- Experienced in soldering both surface mount and through hole
- Previous related troubleshooting experience
- Experience sourcing, installing and maintaining software used in manufacturing. Programming software, data collection software, etc
- Experience with ERP systems

**Skills/Competencies:**

- Safe behavior with respect to electronics and inventory
- Mechanical assembly skills, use of hand tools, occasional use of power tools
- Ability to effectively use electronic test equipment
- Strong computer skills, ability to modify, maintain, enhance the test environment, install printers and programming tools.
- Must be able to troubleshoot computer issues related to the aforementioned activities
- Source, install, and master new software programs with minimal supervision
- Document new manufacturing test plans for new products or quality issues
- Qualify outsourced suppliers, train production technicians
- Strong Excel skills
- Familiarity with ERP systems and strong attention to detail
- Capable of switching tasks in midstream
- Strong initiative and work ethic; self motivated with a positive attitude

- Attention to detail, organizational and strong interpersonal skills required to work with operations department and external clients on project shipments
- Strong internal and external customer service
- Requires some lifting when packing and shipping project materials

## **Responsibilities:**

### *Production & Manufacturing*

- Complete all work orders in a timely manner as assigned by the production manager.
- Assemble, program, test, label and package all of Vigil manufactured devices (~100 products)
- Troubleshoot these devices to assess failure modes and repair.
- Configure paging equipment as per individual site requirements
- Perform light soldering, sawing and drilling work as required.
- Track defect rates for all work, and ensure recordkeeping to enable product improvement
- Track labor efforts for products and subassemblies
- Communicate as necessary to ensure high quality, high efficiency, cost effective product manufacturing
- Complete field rework and analysis in a timely manner.
- Perform or facilitate CSA/CE/UL audits
- Learn field operations as required
- Assist with quarterly inventory counts as required
- Help to maintain the stockroom
- Other duties as required

### *Shipping & Receiving*

- Shipping / Receiving including large project sales and back up one-off sales when required
- Working with operations team to facilitate timely delivery of project shipments.
- Coordination of courier companies
- Programming pagers for customer orders
- Update tracking information for all shipments & confirm delivery
- Answer shipping and tracking related questions (internal & external)
- Enterprise Resource Planning system utilization
- Work with purchaser to gain understanding of the import/export charges of materials under the framework of NAFTA or similar
- Other duties may include entering RMAs and assisting with service and repair and other duties as assigned