

RDI Technologies, Inc.

Position Description: Assembly and Test Technician

Reports to: Mike Lucas

Requirements:

- Must sign an employment agreement which includes confidentiality and non-disclosure clauses
- Must provide all necessary paperwork to complete the employment process

Location:

- Will be based out of Knoxville, Tn. Corporate offices

Travel:

- Limited travel may be required to support associated job duties.

Responsibilities: Serves as part of the RDI Operations Team

- Service and Support:
 - Performance of customer service and support inquiries, warranty returns and repairs, reseller customer service and support inquiries, and reseller warranty returns and repairs.
- Operations:
 - General operational functions will include IRIS-M system testing and staging, maintain and update operational processes, inventory management, and logistics.
- Training:
 - Assist with onsite IRIS-M training courses as necessary. May include trips to offsite facilities for hands-on learning to ensure proper use of the system and understanding of new features released.
- Sales Support:
 - Some support of field sales activities including front-end on-line or on-site customer engagement through POC's and IRIS-M training. Including follow-on customer education sessions, and support for conferences and marketing collaterals.
 - Development and maintenance of technical documents such as case histories, quick start guides, and FAQ's.
- Development:
 - Act as a liaison between customers and development resources to troubleshoot bugs found through user support calls.
 - Support development resources with internal testing of new features and releases before Beta testers are given the release.

Requirements:

- Must become IRIS-M certified and be prepared to support the delivery of IRIS-M training in the classroom or on-site.
- Must become proficient in the IRIS-M technology and be able to handle technical support calls from customers, service companies, and resellers.
- Might be called upon to provide IRIS-M customer training support as needed.
- Must be competent in the Microsoft Office Suite, Word and Excel specifically