Position Description: Quality Engineer

Position Title: Quality Engineer
Functional Group: Operations
Reports to: VP Operations
Date: March 2019

Our Company

Coretex is a world-leading technology company that creates innovative fleet management and IOT solutions for organisations that operate in mission-critical environments. Our start-up culture and 'can-do' attitude helps us take on the best and win. Our proprietary technology platform helps organisations run more efficiently and comply with complex legislation through intelligent use of data gathered directly from fleet assets.

Coretex has customers all over the globe. Our business is run from offices in New York, San Diego, Auckland, and Sydney. We have ambitious growth plans that will see us further expand operations over the coming weeks, months and years.

Our Mission

At Coretex we believe that technology should be used to create a safer, cleaner and more productive society. The world's resources are under increasing pressure - to keep growing, we have got to figure out how to do more with less.

Our goal is to help operators drive better business results by improving their asset utilization, reducing fuel consumption and minimising the wear and tear on people and machines - all whilst ensuring that operators remain compliant with all relevant legislation.

Purpose of this Role

Responsible for the implementation of customer requirements and the integrity processes and procedures. This position will also be responsible for product and process quality assurance and continual improvement projects maintain records and make sure Company policies and procedures are followed.

Responsibilities

In this role, you will coordinate and support Warranty/I.R. issues, conduct issue analysis, coordinate contract compliance measures, will oversee/conduct quality inspection of incoming and outgoing shipments, and customer quality meetings. This position also includes the following responsibilities:
1. Reliability Engineering
   a. Prevent or reduce likelihood of failure events via data analysis and RCA efforts
   b. Coping mechanisms for dealing with failure faster
2. Project Management
   a. Support the efforts of warranty/IR issues by thinking creatively how to solve issues
      i. Minimize cost
      ii. Maximize customer satisfaction
3. Quality Assurance
   a. Track and measure contract compliance
      i. Improve project delivery quality

ii. Work with team members to put additional QC check points in process (think lean)
   b. Conduct Issue Analysis
      i. Root Cause Analysis (RCA) efforts & trend analysis of Overrun Alerts (OAs) and Incidents
   c. Other duties as reasonably required.

Quality / Health & Safety Accountability

All staff are authorised to take suitable action to prevent, avoid and where possible eliminate quality and health and safety issues within their job area.

People Specification

Technical Skills

- Presenting and communicating information - Speaks clearly and fluently. Expresses opinions, information and key points of an argument clearly. Makes presentations and undertakes public speaking with skill and confidence. Responds quickly to the needs of an audience and to their reactions and feedback. Projects credibility.
- Analysing - Analyses numerical data, verbal data and all other sources of information. Breaks information into component parts, patterns and relationships. Probes for further information or greater understanding of a problem. Makes rational judgements from the available information and analysis. Produces workable solutions to a range of problems. Demonstrates an understanding of how one issue may be apart of a much larger system.
- Planning and organising - Sets clearly defined objectives. Plans activities and projects well in advance and takes account of possible changing circumstances. Manages time effectively. Identifies and organises resources needed to accomplish tasks. Monitors performance against deadlines and milestones.

Behavioural Competencies

- Relating and networking - Establishes good relationships with customers and staff. Builds wide and effective networks of contacts inside and outside the organization. Relates well to people at all levels. Manages conflict. Uses humour appropriately to enhance relationships with others.
- Applying expertise and technology - Applies specialist and detailed technical expertise. Develops job knowledge and expertise through continual professional development. Shares expertise and knowledge with others. Uses technology to achieve work objectives. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity. Demonstrates an understanding of different organisational departments and functions.
- Delivering results and meeting customer expectations - Focuses on customer needs and satisfaction. Sets high standards for quality and quantity. Monitors and maintains quality and productivity. Works in a systematic, methodical and orderly way. Consistently achieves project goals.
- Adapting and responding to change - Adapts to changing circumstances. Accepts new ideas and change initiatives. Adapts interpersonal style to suit different people or situations. Shows respect and sensitivity towards cultural and religious differences. Deals with ambiguity, making positive use of the opportunities it presents.
- Coping with pressures and setbacks - Works productively in a pressurised environment. Keeps emotions under control during difficult situations. Balances the demands of a work life and a personal life. Maintains a positive outlook at work. Handles criticism well and learns from it.

Qualifications

- Bachelor's degree in engineering or a related discipline highly desirable.
- ASQ certifications highly desirable

Experience

Strong prior experience in similar roles as a quality engineer.

- Strong experience in the following quality methodologies
  - CAPA
  - Root Cause
  - Corrective Preventive Action
- SaaS, IoT and/or Telematics industry experience highly desirable.
- Previous experience establishing quality related policies, procedures and work instructions.

Why Work with Us

This is a great time to join an agile and fast growing NZ technology company that's taking on the world. Coretex is the kind of company that gives you the opportunity to make a difference.

The Coretex team is driven, professional and focused. We're big on teamwork and open doors. We are passionate about providing our customers with the best technology and experience, and we like to have fun while we're doing so.

The development and growth opportunities are as unlimited as our business growth – locally and internationally.

Location

The position will be based in San Diego, CA