

Position Title: Quality Control Technician

Location: Independence, OH

Reports to: Operations Manager

Company:

Approved Networks, a brand of Legrand

Approved Networks is a proud brand of Legrand in the Data, Power, and Control Division. Forged from three of third-party networking's leading brands – Approved Networks, Champion ONE, and U.S. Critical – we have provided cost-effective, high-performance optical solutions to a global network of Fortune 500 Enterprise, Data Center, and Service Provider partners for 30 years.

Approved earned our reputation as the industry authority on OEM alternative optical networking connectivity through a commitment to technical engineering, stringent quality standards, extensive testing capabilities, and dedicated customer service and support – before, during, and after deployment.

Over 10,000 customers in more than 40 countries trust Approved Networks' transceivers, DACs, AOCs, and passive solutions to light their networks. We do this on time and on budget with an unwavering focus on quality and reliability.

Tested. Trusted. Approved.

In December 2020, Approved Networks, Champion ONE, and U.S. Critical were acquired by Legrand and rebranded: Approved Networks, a brand of Legrand.

Job Purpose:

The Quality Control Technician plays a critical role in driving the success of Approved Networks. As a member of our Quality Control team, your skill testing product received from our contract manufacturers enables Approved Networks to offer the high-quality products that our customers rely on. You will be responsible to ensure that all product meets our specifications and quality standards. The successful candidate will have superior troubleshooting skills, and will partner with the Engineering, Sales and Customer Experience teams to resolve issues in a timely manner to the customer's satisfaction.

Key Duties and Responsibilities:

- Follow documented procedures to test incoming product and complete Technician work orders
- Conduct new product testing, including obtaining specifications, obtaining approval from the appropriate departments, and completion of documentation

- Process documentation for failed products
- Process and document outcomes of customer evaluations
- Process customer RMAs, including testing and documentation of all returned products
- Update existing procedures for new products or test equipment
- Program products to meet specifications, per Approved Networks or customer requirements
- Communicate highly technical material to the team simply and clearly
- Support the team by understanding product applications, apply and streamline Approved Networks processes to assure closing of opportunities, and our ability to deliver products as they are needed
- Deliver solutions that are on time and align with customer expectations
- Assure high customer satisfaction that resolves technical questions, support, and needed assistance

Qualifications:

- Hands-on product testing experience
- Ability to present complex technical concepts clearly and concisely
- Excellent communications skills
- Proficiency with Microsoft Word and Excel
- Customer support experience desired
- Computer/programming skills desired
- Familiarity with EEPROM is helpful
- Familiarity with fiber optic networks and test equipment is a plus

Experience and Talents:

- Proven ability to troubleshoot
- Willingness to learn
- Great written communication skills
- Detail-oriented

Desired Qualifications:

- Associates degree is desired but not required

Job Type:

- This is a full-time, exempt position in a fast-paced, team-oriented environment with a competitive salary, bonus plan, and benefits.

Benefits:

- Medical
- Vision
- Dental

- 401(k) – company match

EEO Statement:

It is the policy of Approved Networks to ensure Equal Employment Opportunity (EEO) without discrimination or harassment on the basis of race, color, national origin, religion, sex, age, disability, height, weight, alienage or citizenship status, marital status, creed, genetic predisposition or carrier status, or any other characteristic protected by law.

ADA Statement:

It is the policy of Approved Networks to comply with all federal and state laws concerning the Americans with Disabilities Act (ADA) and the employment of persons in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is company policy to not discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, release, compensation, training or other terms, conditions, and privileges of employment.