



Title: Operations RMA and Electronic Technician
Location: Petaluma, CA
Reports to: VP of Operations

Overview

HydroPoint is seeking a full-time Operation RMA and Electronic Technician to help our customers (and the planet) use water as efficiently as possible.

This role is responsible for supporting product manufacturing, shipping, warranty/RMA processing, manufacturing tech support (internal and external) as well as assisting customer service with the development of ongoing product diagnostics.

This position also includes warehouse support duties, test and calibration, and coordination of recovery efforts for MRB materials. The candidate must also have knowledge of circuit board and material repair/recovery, quality control, and general data entry and collection and other activities.

Key Responsibilities

- Assisting with product manufacturing, RMA/shipping, warehouse activities, customer service, quality control, and engineering support
- Developing problem diagnostics
- Delivering second-level customer support
- Operating test and measurement equipment
- Collecting and recording technical data
- Verifying compliance with specifications
- Conducting mechanical product assembly and packaging
- Facilitating activities, shipping, and receiving
- Recording activity through data entry operations
- Coordinating MRB recovery efforts
- Doing fine-pitch SMT ROHS soldering and circuit board reworking
- Operating a variety of warehouse material handling and manufacturing equipment, manifest systems, computer information collection equipment, and label printers.

Required Skills & Experience

- Mechanical Assembly
- Phone and customer service
- Data entry
- Enterprise Resource Planning
- Manual Dexterity
- Fine-Pitch SMT ROHS soldering and circuit board rework skills
- Perform rework operations
- Ability to lift 40lbs



- General familiarity with warehouse support equipment.
- Technical computer knowledge
- Forklift experience a plus

This role also requires the applicant to have the ability to:

- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Speak effectively before groups of customers or employees of organization.
- Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Write reports, business correspondence, and procedure manuals.
- Effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Background

Associate's degree (A. A.) or equivalent two-year trade school.

About HydroPoint

HydroPoint is the leader in smart water management solutions, helping companies to maximize water savings, reduce operating costs, minimize business risks, and achieve sustainability goals. An EPA WaterSense® Partner of the Year, the company combines the latest in IoT technology, data analytics, and automation to optimize irrigation, flow management, and leak detection across an entire site. HydroPoint solutions deliver visibility and control for a broad range of commercial, government, education, and community applications. Located in the San Francisco North Bay, HydroPoint has been helping the world save, and not waste, water for more than 15 years. Our mission is to make the best and most efficient use of our world's most important resource.

HydroPoint provides a competitive compensation package including salary, 401(k) retirement plan, paid time off and holidays, and comprehensive health benefits.

HydroPoint is an Equal Opportunity Employer, committed to providing equal employment opportunities to all employees and applicants in all company facilities without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental and/or intellectual disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, or sexual orientation in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. HydroPoint participates in the E-Verify program as required by law.