



## Product Engineer (RMA)

Leading the LED Industry Since 1992

Leotek Electronics USA LLC., located in California's Silicon Valley since 1997, and celebrating over twenty years as an LED lighting manufacturer, is globally recognized as a pioneer in light-emitting diode technology. With millions of LED products installed worldwide, Leotek offers a substantial history of proven performance. The company manufactures innovative LED lighting products for applications encompassing traffic and transit; street and area; petroleum, convenience, grocery and retail stores.

Leotek is committed to developing emerging solid-state technology that offers greater longevity and environmental viability than traditional lighting sources, while reducing energy consumption and maintenance costs. In 2007, Leotek was acquired by Lite-On Group, a multi-billion dollar electronics manufacturing conglomerate.

### **Location:**

San Jose, CA.

### **Department:** Engineering

**Summary of Responsibilities:** Product Engineer (PE) has the responsibility for all post sales warranty and technical issues. The PE will a) interface directly with sales managers, sales agents, and/or customers via phone or e-mail to assess the issues, b) confer with and lead the RMA repair technician to do a root cause analysis to ultimately provide maximum customer satisfaction at a reasonable cost c) implement the solutions, and d) provide detailed reports of product issues to Quality Control (QC)

### **Job Responsibilities:**

- Assume responsibility for all post sales warranty and technical issues.
- Communicate with sales managers, agents, contractors, and end user customers etc. as required to help diagnose product issues and determine level of urgency.
- Obtain feedback from the RMA repair technician and QC to determine the scope of the issue and to help formulate optimal solutions.
- Work with the customer to implement the solution as effectively as possible. This may entail providing replacement products, finding and/or negotiating with local contractors to assist in replacing the products etc.
- Maintain detailed log for post-sale issues and failure analyses. Report weekly RMA repair status.

### **Job Requirements:**

- Bachelor's degree in Engineering from a four-year college or university or equivalent experience.
- Excellent written and oral English communication skills.
- Excellent analytical skills with the ability to multi-task
- Detail-oriented and a strong team player
- Familiarity with manufacturing processes such as casting, extrusion, fabrication, welding, painting, assembly, wiring, electrical testing etc. is not required but a plus.
- Experience working with commercial, industrial and/or government customers required.
- Occasional travel within North America may be required.
- Proficiency in Microsoft Office, esp. Excel and Outlook
- Knowledge of LED technology is a plus.

**Supervisory Responsibility:** This position has supervisory responsibilities



**Travel:** None

Leotek Electronics USA LLC has work environment that promotes diversity, equal opportunity, embraces change, and provides leadership opportunities to its talents.

If you are looking to make a move and are highly motivated professional who welcomes new challenges, take a look at our career page by visiting [www.leotek.com](http://www.leotek.com).