



UNMANNED SYSTEMS

## Job: UAV Technician Level 1

### WHAT YOU'LL BE DOING

We are looking for a detail-oriented UAV technician responsible for building, diagnosing, repairing, and the replacing of UAV components and systems. In our service department you'll be responsible for handling customer service interactions, reports, and service tickets. The UAV technician's responsibilities include providing the highest level of customer service and managing all assigned service tasks. The UAV technicians maintain a strong working knowledge of all industry standards and practices as well as the company's products and services.

### RESPONSIBILITIES

- **REPAIRS & SERVICE**
  - Explaining complex installation, diagnostic and repair issues in a way that is understandable to a nontechnical audience.
  - Performs various types of soldering including surface mount, thru-hole, micro-soldering and hand-soldering.
  - Capable of following verbal and written instructions
  - Thorough understanding of required paperwork, documentation, and completion of documents.
  - Ability to make good sound decisions based on processes and in compliance with company practices.
  - Maintain an efficient workflow by monitoring steps of the production process and performance of line production associates.
  - Strive to achieve excellence in Quality on a daily basis.
  - Perform complex assembly operations according to established specifications and instructions.
  - Perform special soldering and assembly processes including validation builds and engineering sample builds.
  - Follow simple, standardized, and routine written directions for assigned work.
  - Work direction may additionally be communicated verbally or through visual aids and set-up sheets.
  - Manually assemble a system using torque drivers and hardware, to a predetermined volume.
  - Functionally test a completed system according to work processes.
  - Ensure that the assigned area is clean and organized.
  - Updating Service tickets daily.
  - Intake of new service units.
  - Ensuring repairs are completed in timely manner.
- **SERVICE SALES**
  - Monitoring the progress of current projects, ensuring the team's objectives and sales goals are met.
- **CUSTOMER SERVICE**
  - Monitoring department issues and client complaints to create methods to lessen recurring issues.
- **INVENTORY** – Labelling parts, organizing, inventory counts, assembling purchase orders.
- **SHIPPING** – Receiving online repair order or customer mail in and processing them accordingly.

- **CLEANING** – Vacuuming, mopping weekly or as necessary, Disinfecting counter tops and workstations, and wiping down work stations. Works stations should be clean and neat for work to be performed.

## WHAT WE NEED FROM YOU

- **Position:** Part Time Or Full time.
- **Age:** You must be at least 18 years of age.
- **Education:** Highschool Diploma or High Education
- **Qualification:** Valid FAA Part 107 Remote Pilot License. *(Not required for hiring but must be obtained to continue working for company)*
- **Dress Code:** You will be provided company shirts that must be worn when working. Shorts & Pants are allowed, colors allowed are: Black, Tan, Khaki, Navy, Gray, Woodland Green and blue jeans.
- **Working Hours:** 9:00 AM – 5:00 PM | Monday through Friday. Up to 40 Hours per week.
- **Unexcused Sick Days Allowance:** 3
- **Vacation Days:** 5
- **Location:** 333 N Falkenburg Rd, B212, Tampa, FL, 33619
- **Lunch:** 1 Hour unpaid lunches. *(For full time employees only)*
- **Functioning Vehicle Required** – Yes

## QUALIFICATIONS

- Ability to accurately follow supervisor instructions
- Knowledge of how to maintain, repair, diagnose and correctly install or replace UAV components and systems.
- Technical knowledge of UAV Systems and components
- Excellent communication skills that allow you to explain technical problems to customers
- Strong knowledge about the commercial UAV industry and the general requirements of different UAS.
- Precise written communication abilities for filing repair, maintenance reports.
- Physical and mental stamina in the handling of complex repairs.
- Ability to work with minimal supervision while using their own technical judgment regarding complex tasks.
- 6 months of soldering experience and ability to properly solder according to work order specifications

## TRAINING PROVIDED

- FAA Part 107 sUAS License Training
- UAV Component & Systems Training
- PX4 UAS Training
- DJI UAS Training
- Solder Training