

# FOWADO

UNMANNED SYSTEMS

## Job: UAV Technician

### 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**
  - Installing new hardware and systems into UAV while ensuring that they work correctly and safely.
  - Repairing crashed or damaged unmanned aircraft systems (UAS).
  - Explaining complex installation, diagnostic and repair issues in a way that is understandable to a nontechnical audience.
  - Updating Service tickets daily.
  - Intake of new service units including:
    - Creating repair tickets
    - Capturing ALL customer data
    - Documenting how unit was received
    - Attaching intake photos to tickets
    - Documenting all found damages
    - Documenting all received equipment
    - Performing initial inspection checklist
    - Performing post repair inspection sheets
  - Ensuring repairs are completed in timely manner.
  - Updating service tickets status daily.
- **SERVICE SALES**
  - Monitoring the progress of current projects, ensuring the team's objectives and sales goals are met.
  - Advising customers to invest in necessary replacements or vital repairs to key components and systems.
- **CUSTOMER SERVICE**
  - Handling customer complaints or concerns quickly and professionally to maintain good customer relationships and ensure repeat customers.
  - Monitoring department issues and client complaints to create methods to lessen recurring issues.
  - Educating the hardware users about the correct use and upkeep of their products.
- **INVENTORY** – Labelling parts, organizing, inventory counts, assembling purchase orders.
- **SHIPPING** – Shipping units and receiving parts orders, properly packing with proper packing material and labels. Management of shipping supplies and reports of needed supplies. 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:** 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.
- **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.
- **Sick Days Allowance:** 3
- **Vacation Days:** 5
- **Location:** 333 N Falkenburg Rd, B212, Tampa, FL, 33619
- **Lunch:** 1 Hour unpaid lunches.
- **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.
- Firm 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.
- 2 years 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