

Job Posting

Job Type: **Full-time**
Position: **Lead Quality Technician**
Department: **Telecom and Broadband Engineering**
Location: **Home Based**
Reporting To: **Engineering Manager**

Position Description

RAMTeCH is seeking Lead Quality Assurance Technicians, specialized in Outside Plant Engineering (OSPE) responsible for ensuring compliance and uniformity for several simultaneous projects throughout the telecommunication (TELCO) and Multiple System Operators (MSO) / CATV industries.

The incumbent is to provide accurate and effective quality assurance, reporting, business and operational support by assisting with the continuous development of engineering policies, procedures, and training.

This is a full-time, home based position that requires the incumbent to provide a distraction free work environment as well as the capabilities to manage their own daily schedule while performing the following responsibilities.

Position Requirements

- As a subject matter expert; direct, develop, and assign specific responsibilities for small teams of Quality Assurance Technicians focused on the mitigation of potential issues that could affect the build schedule, quality of product, or safety.
- Evaluate and provide monthly performance reviews of subordinates
- Provide specialized training to the quality team with emphasis on increasing efficiency, quality, and consistency
- Propose, document, and maintain continual process improvements to internal standard operating procedures and forms, construction and engineering bulletins, and training guides
- Develop, track, and maintain quality metrics for each quality review
- Perform quality reviews for all deliverables provided by drafting and design teams
- Provide daily support, expertise, and liaise with multiple teams in RAMTeCH
- Conduct reviews of client samples and standard documents to provide experience-based feedback for the level of effort and skills required
- Review internal policies, processes, procedures, work instructions, and supporting documents for content, clarity, uniformity, and simplification
- Propose strategies to avoid duplication of work, minimize processing times, and reduce cost

Skills and Qualifications

- Expert knowledge and experience with telecommunications outside plant engineering and construction
- Ability to successfully lead small teams
- Read, understand, and provide training specific to telecommunication network drawings
- Proficient in tracking, documentation, and communication
- Strong work ethic and emphasis on attention to details
- Strong computer skills with intermediate skills in Microsoft Excel (Special consideration will be given to candidates with advance skills with Microsoft Excel by showing proficiency with pivot tables and / or Visual Basic)
- Self-starter with integrity and confidence who strives to achieve in even the most challenging environments with limited supervision
- Experience with working in MicroStation or AutoCAD would be desired
- Team player with well-developed interpersonal skills who is comfortable in a cross-functional, multi-cultural environment
- Excellent organizational, analytical, interpersonal, communication, and problem-solving abilities
- Strong communication and writing skills with the ability to clearly explain issues
- Knowledge and familiarity with basic telecommunications outside plant planning and permitting processes

Education / Experience

- 6 years of related experience
- 2 year prior management experience
- High School or equivalent required
- Associates or Technical Degree preferred
- Prior telecommunications outside plant engineering or construction experience

General Requirements

- Ability to work in a stressful, time sensitive, ever-changing, and high tempo environment
- Maintain safe working habits and conditions according to regulations and policies
- Provide a proper distraction free work environment
- Typical work schedule of Monday to Friday 8 am to 4 pm with the flexibility to work extended hours
- 10% travel required

Benefits

RAMTeCH offers a competitive compensation and benefits package. A wide range of benefit choices is available for our employees and their families, including medical, dental, vision, 401(k) retirement savings plans, stock purchase plans and more.

- **Medical/Prescription Plans** - These Medica plans utilize the Medica Choice with UnitedHealthcare Choice Plus Network. If you live in the Twin Cities metro area, you also have the option to enroll in the VantagePlus network.
- **Dental Plan** - The Oasis DEG Dental Plan gives you the choice of 2 dental plans; the Delta Preferred (PPO) plan (available in all states) and the DeltaCare DHMO plan (available only in Minnesota).
- **Group Vision Plan** - The Oasis DEG Vision Plan offers benefits for eye exams, eyewear, and contact lenses through United Healthcare Vision.
- **Health Account (HSA)** - If you elect to participate in a High Deductible Health Plan (HDHP), you have the opportunity to enroll in a Health Savings Account (HSA)
- **Flexible Spending Accounts** - Flexible Spending Accounts (FSAs) allow you to be reimbursed with your own tax-free dollars for certain eligible expenses. Your specified FSA contributions are taken from your paychecks on a pre-tax basis and your reimbursements are non-taxable
- **Retirement Savings Plans** - 401(K) - Once eligible, employees have the option to invest 1%-75% of their salary. The company will match a portion of this investment.
- **Term Life and AD&D Insurance** - Oasis DEG provides basic life insurance and accidental death and dismemberment (AD&D) coverage through Voya Financial at no cost to you. Under each plan, you are covered for 1 times your base annual salary to a maximum of \$100,000.
- **Short Term Disability Coverage** - Horizon Disability Income Insurance is an employee-paid voluntary insurance plan through Voya Financial that provides partial income replacement should you be unable to work for a total disability due to non-work related illness or injury.
- **Long Term Disability** - Oasis DEG provides you with long term disability (LTD) coverage through Voya Financial at no cost to you. After 180 days of non-work related disability, benefits for approved claims replace 60% of your base monthly earnings up to a maximum taxable benefit of \$5,000 per month.
- **Paid Holidays, Vacation, and Sick Time**

Join a global network of high-caliber people who collaborate and share an enthusiasm for successful project delivery. RAMTeCH encourages individual achievement and recognizes the strength of a diverse workforce.

Our growing team awaits the addition of your technical knowledge and strong skills. For confidential consideration, qualified candidates should submit a cover letter, resume, and salary requirements to the below.

Contact Information: careers@ramtech-corp.com

Human Resources Department

RAMTeCH Software Solutions

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www.ramtech-corp.com

RAMTeCH is an Equal Opportunity/Affirmative Action Employer