Product Test Engineer
Location: Niagara-on-the-Lake

WHO ARE WE

For over 20 years, we've been creating truly groundbreaking consumer electronics, one of which is the Oma Sense(tm) wearable baby monitor with our patented WakeUp(tm) algorithms that have a 4.4 star rating and saved babies' lives. Our Defender DIY video security solutions and Levana baby monitors have led to peace of mind for millions of people in over 100 countries. We design and engineer our consumer tech products right here in Canada and work within our global supply chain to sell through retailers like BestBuy, Walmart, and Home Depot. As a team of entrepreneurial engineers and designers, we are driven to explore and create the best solutions possible that go beyond "good enough" to empower everyone in the world.

JOB SUMMARY

As our Product Tester/Test Engineer, your role is to ensure strict standards are implemented and thorough tests are completed on aspects such as reliability, mechanical, firmware, electronics and assembly in our product development and manufacturing processes. Post-launch, the Product Tester/Test Engineer will then assist the analysis process and identify potential product improvements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Follow the quality assurance standards and checklists to rigorously test product samples and firmware during product development stages in terms of reliability and functionality.
- Lead in product field testing and aging testing, draft product testing reports and maintain active bug list.
- Work with team members in Toronto and Factories to ensure quality assurance standards are implemented and inspected in factory for every batch of production.
- Lead Golden Sample testing and validation, 2pc check to ensure' 0% defect off the assembly line and less than 0.2% after-sales.
- Ensure 0% defective rate during the entire product Lifecycle on non-negotiable safety-related core components (power adaptor, charger and battery pack) by implementing the strictest industrial standard.

- Customer Support Ticket Analysis: review, analyze, interview customers, problem solve, report recommendations for improvement or recover units from the field and return to tear down and study.
- Root Cause Analysis and FMEA on Defective Units from the Field: Recover, tear down, analyze, problem solve, report action items for improvement, and follow through to ensure action items are executed.
- Perform in-house testing on all components/products.
- Reviewed and documented all testing reports/sample reports/certifications documents.
- Any other work assigned by Management.

YOUR EXPERIENCE AND QUALITIFCATIONS

- Diploma in Quality Assurance, Electronics, computer engineering, electrical engineering, mechatronics or other
- Must have 1+ years of Product Testing or System Test experience in Consumer Electronics.
- Knowledge of quality assurance standards and process in the consumer electronics industry
- Deep understanding of product safety standards and common cause of safety issues.
- Ability to think analytically, reduce data sets, problem-solve, and innovate.
- Ability to solve difficult problems with innovative and maintainable solutions
- Previous experience as a QAE in a manufacturing setting is considered as an asset.
- Excellent written and verbal skills in English.

Our Core Values

- **Excellence -** We never settle for "good enough.
- **Results** - The path to success is paved with our dedication.
- **Love** - Challenges are no match for our hearts and minds.
- **Learning** - Experimentation and curiosity are part of our DNA.
- **Simplicity** - We strip away the non-essentials to get to what really matters.