



Job Title | Quality Testing and Repair Engineer

VoCoVo Company Overview

Every day, 50,000 people in 5,000 locations are doing business using VoCoVo technology. Our devices connect and deliver technology to deskless and remote workers.

VoCoVo is a leading voice & technology Challenger brand – many of Britain's biggest household names rely on our voice communication technology to connect their workforces: Tesco, Co-Op, TK Maxx, Primark. We work with big names, but we operate a lean team. 50 of our 80 employees work in Research and Development, leading the way in developing voice-activated software for business.

We're now ranked 5th in the Sunday Times Tech Track 100. We know we can better that.

Our year-on-year growth has been exponential, up 2,500% in the last 4 years. It's still accelerating. We can better that too. In 2021 our ambition is to expand further into the European and North American marketplaces. We're ambitious. We like a challenge.

You will be an experienced professional looking to join a company which will enable you to achieve a personal best, as well as a company best. We will back those who challenge us and in return we take care of their personal welfare and wellbeing.

We offer challenge, autonomy, personal growth and reward.

We require commitment, high performance, integrity, and personal responsibility.

We are seeking a Product Quality Engineer, initially for 6 months but with the possibility of an extension.

Purpose of the role

Working with Customers, Suppliers, and Colleagues to take the lead in investigating, inspecting and analysing the quality of our Products to solve issues and improve how they perform in Retail.

Carrying out low level hardware repairs against issues like ineffective solder joints or connections.

Managing and supporting a Technical Care Advisor in the coordination and communication of end-to-end customer and partner technical support.

Strongbyte Solutions trading as **VoCoVo UK**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com





Supporting the creation and development of the Product Excellence Management solution, and the dissemination of Quality data & metrics to functional managers and partners.

This role is based at our offices in Shipton-under-Wychwood, and we believe the role will suit candidates that are naturally inquisitive – e.g. the kind of person who enjoys taking something apart, even if it's only to understand how it works?

Accountabilities of this role

- Cross functional responsibilities to Investigate and resolve Product Quality issues reported by Customers, Suppliers or Internal colleagues
- Inspect and test customer returns as part of the Warranty / RMA process
- Inspect and test Goods In product receipts to specification conformance
- Regular field inspections of the VoCoVo system and products
- Undertake VoCoVo system and equipment repairs where appropriate
- Maintenance of records and logs as appropriate
- Communicate product quality and improvement measures to R&D
- Gravitas to deal with Senior Officials in VoCoVo, its Customers and Suppliers.
- Product expert for all VoCoVo systems
- VoCoVo systems Power User
- Other duties as required in order to cover areas of VoCoVo Care during peaks in workloads, holiday or sickness.
- Technical support for business critical situations

What does success look like?

- Reduction of costs caused by product failures
- Clear identification, logging and communication of hardware and product issues
- Proactive use of data to define which clients may experience existing Product Issues for proactive fix purposes
- Creating and driving SLA's that investigate problems in a timely fashion
- Complete authorised equipment repairs through the returns process
- Data is gathered from warranty assessments and findings provided to relevant parties to support customer returns process, and product/quality improvements
- Trends and non-conformance concerns are identified from inspection work and used to provide solutions proactively
- Technical support is provided through appropriate media and customer resolutions are in place within agreed time frames
- Trained in all business-critical quality processes and able to provide a level of cover when required.

Strongbyte Solutions trading as **VoCoVo UK**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com



Skills and qualifications required

- 3 years experience working in a similar Quality Testing role
- Good level of electronics hardware knowledge
- Familiar with DECT communication infrastructure
- Strong data and information processing skills
- Good communicator
- Experience in supplier liaison
- Experienced in technical customer contact
- Ability to train others in technical areas
- High attention to detail
- Good problem-solving skills

What we can offer you

- A truly unique challenge in one of the UK's fastest growing tech companies
- Lots of personal career opportunities as we scale up
- A future-facing business with the goal of becoming a Times Top 100 Company
- Team culture with an employee-wide bonus scheme linked to annual results
- A sector where you will see the outcomes of your work at use in everyday life

The Package

- Competitive salary
- 25 Days holiday + bank holiday
- Contributory pension scheme
- Life assurance & Private medical insurance
- Employee assistance programme
- Free on-site company parking
- Cycle2Work scheme
- Enhanced maternity & paternity package
- Training & development

Strongbyte Solutions trading as **VoCoVo UK**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com