

PRODUCT SUPPORT ENGINEER

DEPARTMENT:

Engineering

TERRITORY:

Global

LOCATION:

Pocasset, MA
Onsite 3x/Week,
WFH 2x/Week

BACKGROUND:

Global Interconnect Inc., an established company with a highly entrepreneurial culture located on Cape Cod, is looking to find a standout Product Support Engineer to join our dynamic and growing team. If you are looking for a change and want an opportunity where you can truly make an impact and take your career to a rewarding level, we want to talk with you!

WHY IS GLOBAL INTERCONNECT, INC. (GII) INTERESTED IN HIRING A PRODUCT SUPPORT ENGINEER?

GII has ambitious growth goals and is committed to doubling the size of the organization in the next 5 years. The opportunity is extremely ripe for the right candidate to be a key contributor to this growth.

COMPANY DESCRIPTION:

Global Interconnect, Inc. is a design, engineering, and manufacturing firm with headquarters in the US and offices in Hong Kong and China. Our niche and primary focus is providing custom cable, wire and harness assemblies of unparalleled quality for medical device and high-end industrial OEM's. These end devices and instruments are used around the world impacting, improving and in many cases saving lives each and every day.

PRINCIPAL ACTIVITIES / RESPONSIBILITIES:

- Manage engineering activity required to support products through the commercialized life cycle (Medical and commercial sub-assemblies, electrical cable and connector assemblies)
- Support sales and quality with customer communication as technical expert on existing products via video and voice calls as well as occasional visits
- Review and disposition of non-conforming materials with root cause analysis and develop corrective/preventive actions
- Apply statistical methods and perform product/process analysis for cost reduction, quality improvement and improve efficiency
- Communicate daily with our China manufacturing engineering team via emails \ and conference calls
- Evaluate and initiate ECO's with drawing support



**GLOBAL
INTERCONNECT**
Single-Use Connector Specialists

Global Interconnect, Inc. USA

11 Jonathan Bourne Drive
Pocasset, Massachusetts, USA 02559

Telephone: 1-508-563-6306

Global Interconnect (HK) Ltd.

12103 Fortune Commercial Building,
362 Sha Tsuen Wan, N.T., Hong Kong

Telephone: 852-3690-1482

www.globalinterconnect.com

JOB REQUIREMENTS:

- 1-3 years engineering experience preferred
- Must be able to perform various engineering functions in support of existing product lines
- Bachelor's degree in Mechanical Engineering, Electrical Engineering or similar
- Electro-mechanical engineering experience is preferred
- Working knowledge of product lifecycle process management
- Basic understanding of component manufacturing and Lean Manufacturing Techniques (Kaizen)
- Experience with SolidWorks or similar 3D CAD and 2D software for drawing updates
- Able to effectively communicate with customers
- Working understanding of GD&T dimensioning and metrology.
- Understanding of electrical connector plastic insulator materials as well as wire insulating jacket materials including electrical and mechanical properties is preferred
- Excellent written and verbal communication skills
- Must possess cross functional skills to communicate with other team members as well as customers
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 - Quality department
 - Project Managers
 - China team engineers and suppliers
 - Inside and Outside sales
 - Customers



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COMPANY CULTURE:

GII consists of highly motivated individuals who take initiative and go above and beyond each day to help their customers and colleagues be successful. We are understanding and empathetic to the challenges of life and strive to give our employees the flexibility to achieve the ideal work-life balance.

OUR CORE VALUES:

- Create Fun
- Build A Positive Team
- Embrace and Drive Change
- Pursue Growth and Learning
- Do More With Less
- Communication Is King

If interested in exploring this exciting opportunity, we are eager to speak with you!

Please direct cover letter and copy of your resume to
davellar@globalinterconnect.com

www.globalinterconnect.com