

Sustaining Engineer - Electrical

Reports to: Sustaining Engineering Manager

Division: JAC

Classification: Exempt

Department: Sustaining Engineering

Date: 11/2018

Approved:

JOB SUMMARY:

Sustaining Engineering is responsible for keeping JCM products functioning in the field at a high performance level. This includes interaction with several departments including Quality, Production, Technical Support and Software Development, plus interacts with and supports other JCM offices, including Australia, Macau, Europe and HQ in Japan.

Major duties involve working with OEM customers on the intergration and troubleshooting of JCM products.

Occasional opportunity to develop value-adding products, such as harnesses, bezels and interface conversion circuits and limited responsibility to investigate and prototype new ideas.

ESSENTIAL FUNCTIONS:

1. Troubleshoot reported problems with existing products, consider potential solutions, communicate and follow up with engineering teams until resolved.
2. Discuss communication methods and protocol details with OEM customers. (Various customer and JCM defined USB and serial protocols.)
3. Create Test Applications to control and test our machines. (C/C++, Visual Studio, Assembly)
4. Harness design.
5. Maintain and support JCM Printer designs. (Cost reduction analysis, confirm / select alternate components, designer level problem analysis)

JOB QUALIFICATIONS:

1. Ability to understand Communication Protocol documents.
2. Ability to read and understand circuit schematics.
3. Strong analytic and communication skills. Ability to write concise presentations/report of findings.
2. Ability and willingness to travel to domestic and overseas facilities. (Occasional)
3. Originality and initiative are important as well as the ability to problem solve under pressure.

EDUCATION AND EXPERIENCE:

- Fluent in English both verbal and written. (Foreign language skill a plus.)
- Zero to three years experience in electronics and/or software.
- Knowledge of USB protocol structure a plus.
- Circuit design and PCB layout experience a plus. (JCM uses both Altium and PADs)
- Microprocessor based product/embedded software development experience a plus.
- BS in Electrical Engineering, Computer Engineering, or equivalent engineering degree.
- Currency handling, gaming industry or point of sale design experience is helpful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job the work requires some physical exertion such as long periods of standing, recurring bending, crouching, stooping, stretching, reaching or similar activities ; recurring lifting of moderately heavy items such as record boxes test equipment, product boxes. The work may require specific but common characteristics and abilities such as above average dexterity, full color vision, etc.